

GLOUCESTER COUNTY HUMAN SERVICE TRANSPORTATION



UNITED WE RIDE COORDINATION PLAN

**Adopted
November 2007**

**Updated
December 2008**

Table of Contents

1.0 UWR Study background

Background
Study Process
Membership

2.0 County Overview and Transportation Dependent Populations

Statistical overview of Gloucester County

A. Elderly Residents

1. Census data
2. Elderly driving
3. Assisted Living facilities
4. 55+ communities

B. Disabled Residents

1. Census data
2. Physically disabled
3. Mental/Emotional disabilities

C. Low-Income residents

1. Census data
2. Welfare recipients
3. Working Poor
4. Employment Destination Information

D. Current coordination efforts

1. Red Cross
2. County Agencies
3. Medicaid Transportation
4. Philadelphia Shuttle
5. SJTA Pureland Shuttle
6. Centralized Funding

3.0 Transportation Needs and Gaps

A. Elderly residents

1. Medical (dialysis, therapy, cancer, routine)
2. Shopping
3. Personal Business
4. Recreation

- B. Non-Elderly disabled residents
 - 1. Employment (gainful and sheltered employment)
 - 2. Medical
 - 3. Shopping
 - 4. Personal Business
 - 5. Recreation
- C. Low income
 - 1. Employment
 - 2. Medical
 - 3. Shopping
 - 4. Personal Business
 - 5. Recreation

4.0 Transportation Services and Options

- A. NJ Transit fixed route service
- B. Paratransit Services
 - 1. County Services
 - 2. Access Link
 - 3. Municipal Services
 - 4. Social Service Agencies
- C. Private carriers
 - 1. For Profit
 - 2. Non-profit
 - 3. Faith based
- D. Current Transit Infrastructure

5.0 Recommendations and Priorities for Implementation

- A. Short Range Objectives
 - 1. Pureland shuttle (NJ Transit, job developer, outside vendor)
 - 2. Strengthen/expand county DTS program
 - 3. Sheltered Workshop Transportation
 - 4. Transit Information Dissemination
- B. Intermediate Range Objectives
 - 1. Coordinate/Improve Municipal Bus Services
 - 2. NJ Transit bus route coordination
 - 3. Ticket Agencies
- C. Long Range Objectives
 - 1. Transit Terminal
 - 2. Park-n-Ride
 - 3. Technology sharing
 - 4. Passenger Rail Service

6.0 Plan Summary

7.0 Appendices - Additional Information/Maps

Appendix A – Self-Assessment Survey
Appendix B – Transit Terminal Concept Drawings
Appendix C – Sheltered Workshop Employment Maps
Appendix D – Provider Survey Results
Appendix E – Updated Maps of 55+ Communities in Gloucester County
Appendix F - Update Brochure - Bus Service to Pureland Industrial Park
Appendix G - Smart Card Technology
Appendix H - Map of Traffic Generators/Large Employers
Appendix I - Public Transportation Route Maps

8.0 Resource Material

NJ Transit bus service
Access Link
County Services
Municipal Services
Listing of Title 3 Funded Agencies
#211 Hotline
Wheelchair Vehicle Rentals

BACKGROUND

In 2004, President Bush issued Executive Order #13330, directing federal agencies to begin coordinating funding for human services transportation. Enacted by the United States Congress in August 2005, SAFETEA-LU – the “Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users” – authorized \$45.3 billion in transportation funding over a four year period (2005-2009). This federal transportation (SAFETEA-LU) bill mandated participation in the development in a local human services transportation coordination plan in order to be considered for future funding allocations under specific grants. The Federal Department of Transportation (DOT) named this initiative to examine human services transportation coordination as “United We Ride.”

In the State of New Jersey, NJ Transit assigned the responsibility for developing local United We Ride transportation plans to counties. Assigning this responsibility to counties was consistent with the current overall delivery of human services transportation since New Jersey law requires counties to develop an annual application to receive casino tax revenues through the Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP). This application process requires counties to maintain a transportation coordination plan, annually update efforts in the area of coordination and outline involvement of local transportation providers in the delivery of services.

1.0 Introduction

1.1 United We Ride (UWR) Coordination Plan Requirements and Study Approach

The following are the essential components of the UWR coordination plan:

- ✓ Designate lead contact by governing body
- ✓ Convene group of local stakeholders to participate in the development of a local plan based upon the “Framework for Action Self-Assessment for Communities”
- ✓ Conduct an analysis of transportation needs for people with disabilities, older adults and low income residents
- ✓ Prepare an inventory of available resources and services
- ✓ Identify service gaps and duplication of services
- ✓ Identify coordination opportunities to address service gaps and attain service efficiencies
- ✓ Develop strategies for more efficient utilization of resources
- ✓ Prioritize implementation strategies

Gloucester County United We Ride Transportation Plan

In Gloucester County, a lead contact was named by the Board of Chosen Freeholders and county administration in the late summer of 2006. Following several meetings sponsored by NJ Transit, Gloucester County began its initial effort to involve stakeholders with a well-publicized UWR kick-off meeting on February 7, 2007. The kick-off meeting attracted 88 people who had a stake in human services transportation. Attendees learned of the Gloucester County UWR transportation plan process and were encouraged to have input into the development of the plan. A brief questionnaire was distributed to attendees at the kick-off meeting asking about their interest and ability to participate in the planning process. From that questionnaire, 16 people expressed interest in being members of the UWR steering committee with an additional 22 people responding with a preference to receive updates for the purpose of providing comments throughout the planning process.

People expressing interest in being members of the Gloucester County UWR steering committee represented a broad range of human service transportation interests, from consumers to local agency representatives to state representatives.

The initial steering committee meeting was convened on February 21, 2007. Committee members agreed to establish regular meetings every two weeks with the self-assessment meeting scheduled on March 7, 2007. All meetings scheduled were held at the centrally located Gloucester County College Library Board Room.

Steering Committee Members

Bill Gordon	Gloucester County Association for Retarded Citizens
Terry Donlan	Gloucester County Planning Division
Elaine Vets	Consumer (senior disabled)
Annette DiBartolomeo	Consumer (senior disabled)
Eileen Gallo	Gloucester County Office of Economic Development
Jennifer Mauro	Gloucester County One Stop Office
Bill Marker	Gloucester County Association for Retarded Citizens
Bob Dazlich	Consumer (disabled)
Jim Kneubuehl	Abilities Center of Southern NJ
Dale Benesh	Consumer (senior disabled)
Diane Powell	Camden County Sen-Han
Delores Hardy	Gloucester County Office for Disability Services
Terry Hirschorn	NJ Department of Human Services
Jim Casa	Burlington County Transportation
Andy DiNardo	Gloucester County Office of Economic Development
Adele Riiff	Washington Township Public Works
John Rubis	Consumer
Karen Dickel	Gloucester County Office of Economic Development

STAFF:

Rick DeCosta	Gloucester County Division of Transportation Services
Carol Wilson	Gloucester County Division of Transportation Services
Holly Tongue	Gloucester County Division of Transportation Services

Gloucester County United We Ride Transportation Plan

Regional support to steering committee:

Natalia Olson, Eric Grugel	Delaware Valley Regional Planning Commission
Ronda Urkowitz, John Hainsworth	Cross County Connection

Special thanks to:

Alan Koch	– for transit terminal renderings
Theresa Ziegler	– production of maps
Dennis Cook	– for scheduling college meeting room and services to human services transportation

Gloucester County Board of Chosen Freeholders

Stephen M. Sweeney, Director	Warren S. Wallace, Ed.D., Liaison
Robert M. Dammingier, Deputy Director	Joseph A. Brigandi, Jr.
Giuseppe Chila	Helene M. Reed
Frank DiMarco	

Chad Bruner, County Administrator

Gloucester County Local Citizen's Transportation Advisory Committee (LCTAC)

Dennis Ledger	Elaine Vets
Robert Dazlich	Anna Marie Gonella Rosato
Therese Donlan	Dennis Cook
Dale Benesh	Inez Nelson
Annette DiBartolomeo	

Stakeholders who were invited to the initial kick-off meeting were invited to attend the self-assessment meeting held on March 7, 2007. The meeting agenda followed the DOT "Framework for Action – Building the Fully Coordinated Transportation System" outline that included 5 sections of the self-assessment process:

1. Making things happen by working together
2. Taking stock of community needs and moving forward
3. Putting customers first
4. Adapting funding for greater mobility
5. Moving people efficiently

The outcome of participation in the self-assessment process as well as reliance upon previous transportation studies will be further detailed in the body of this document. Studies recently completed such as "Gloucester County's 2002 Community Transportation Plan" and "Gloucester County's 2004 Needs Assessment and Service

Priorities” plan are recent documents that have much to offer to the UWR planning process.

The UWR Plan contains the following components:

- ◆ Profile of Gloucester County
- ◆ Transit dependent populations and needs
- ◆ Inventory of existing transportation services and resources (including public and private) fixed route, paratransit, ridesharing and other transportation-related assets.
- ◆ Identification of transportation gaps and overlaps and estimate of unmet needs.
- ◆ Detail of transportation service options to meet identified needs, focusing on solutions and initiatives that are most cost-effective and sustainable.

The UWR plan presents both a “snapshot” of the current transportation environment and a “vision” of how the transportation landscape can be improved to better address the transportation needs of Gloucester County residents. The information gathered and perspective offered by the UWR steering committee provides decision-makers and transportation planning professionals alike the opportunity to see the relationship between the status quo and a human services transportation system that considers a network of resources working together to offer enhanced mobility through greater education, efficient resource allocation and coordination.

2.0 Gloucester County Profile

Gloucester County occupies 329 square miles in southwestern New Jersey. It is bordered by Cumberland and Atlantic Counties to the south-southeast, Camden County to the east-northeast, the Delaware River to the north-northwest, and Salem County to the southwest. Gloucester County is located about 5 miles south of Philadelphia, which is directly across the Delaware River. It is 45 miles west of Atlantic City and 10 miles east-northeast of Wilmington, Delaware.

In 2000, there were 254,673 people residing in the 24 municipalities in Gloucester County, making it the 14th most populous of the state’s 21 counties. The area encompasses several densely populated areas, mostly small towns in the north-northeast and central sections of the county. The county is largely suburban, with tracts of rural areas in the west and south-southeast.

Almost 12 percent of the population of Gloucester County in 2000 (29,678 persons) was age 65 or older, lower than the statewide average of 13.2 percent of the population. The 1995 percentage of population age 65 or older was 11.3 percent. The number of seniors in each community ranged from a low of 206 in Woolwich Township to a high of 4,233 in Washington Township. Senior residents as a percentage of a community’s population

Gloucester County United We Ride Transportation Plan

were lowest in Logan Township (6.2 percent) and highest in Woodbury (16.5 percent). Ten of the county's 24 communities had a higher percentage of seniors compared with the general population than the state average of 13.23 percent:

◆ Deptford	14.99%	East Greenwich	14.94%
◆ Greenwich	18.12%	Newfield	14.23%
◆ Paulsboro	13.86%	Pitman	15.05%
◆ Wenonah	13.81%	Westville	14.07%
◆ Woodbury	16.51%	Woodbury Hts.	13.25%

Gloucester County is near the midpoint of New Jersey counties when it comes to median household income, ranking 12th of 21 counties in New Jersey in 1997. The estimated median household income for Gloucester County in 1997 was \$49,279; the New Jersey average was \$47,903. The estimated percentage of those living under the poverty level was 7.4 percent, compared to the New Jersey average of 9.3 percent.¹ In 1997, 7.7 percent of the total population in the county was living below the poverty level (defined by the U. S. Census according to family size, age of household head, and number of dependent children).

In 2000, nearly 13 percent of the occupied housing units (OHUs) in New Jersey had no access to a car according to the U.S. Census. In Gloucester County, 6.8 percent of OHUs had no auto access.

By individual community, the number of OHUs without a car available was highest in Woodbury, where 19.3 percent or 801 households were in this category.

An overview of the county's demographic and socioeconomic characteristics is summarized in Table 1.1:

Table 1.1
Comparison of Gloucester County and State of New Jersey Characteristics

Category	Gloucester County	New Jersey
Area	329.0 square miles	7405.7 square miles
2000 Population	254,673	8,414,350
2000 Population Density (persons/sq. mile)	774	1136
Increase in Population 1990-2000	10.7%	8.6%
Percentage of Population Age 65 or Older	11.7	13.2
Median Household Income, 1997	\$49,279	\$47,903
Percentage of Households with Income <\$15,000	7.4%	9.3%
Unemployment Rate, 2000	3.7%	3.8%

¹ New Jersey Economic Indicators, April 1997, p.24.

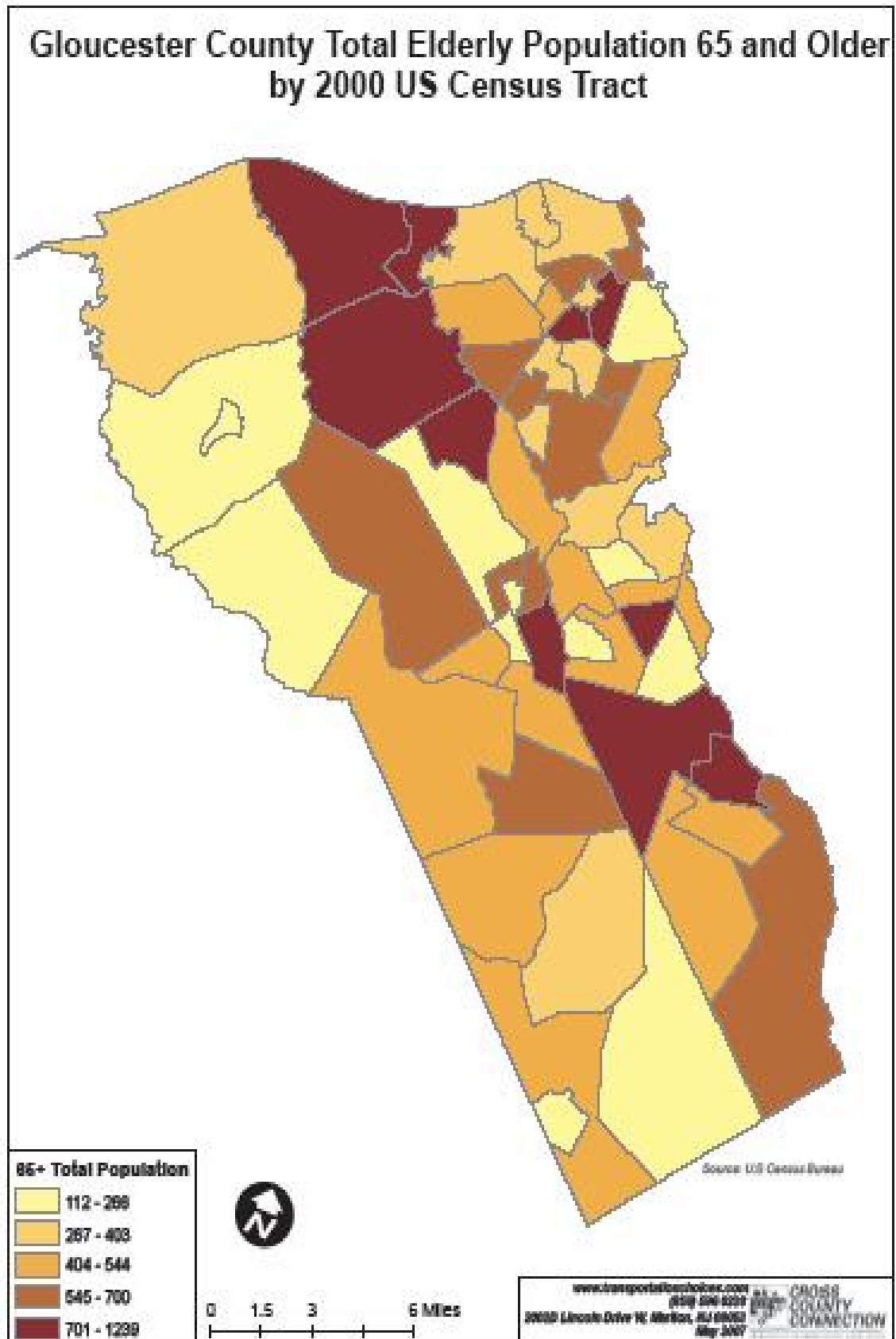
2.1 Transit Dependent Populations

Elderly

For the purpose of this Plan, the definition of senior citizen will vary based upon available data for over 60 and over 65 years of age. This definition will be expanded further when discussing 55 and over housing.

Mobility is an important quality of life issue for senior citizens and persons with disabilities. According to 1998 data published by Indiana University, the elderly population in the United States will double from 35 million in Year 2000 to 70 million in Year 2030 (over 65 years of age). As this phenomenal growth rate occurs, a corresponding growth will occur in number of people who can operate a vehicle safely. According to 1996 fatality statistics provided in a Loyola University Health System publication, the number of fatal crashes in which older drivers are involved grew 14% between 1988-1998. Furthermore, people age 70 and older have more motor vehicle deaths per 100,000 drivers for every age group except people younger than 25. This data indicates that there are too many unsafe, older drivers in the United States leaving many states with the difficult issue of when and how to ground elderly drivers. When older Americans lose their ability to drive and maintain an automobile, they become dependent upon outside providers for transportation (i.e., family, friends, government, private taxis, etc.). This situation can be severe for some, but for all senior citizens facing a life without driving, there is qualitative loss of independence and a disconnect with normal daily activities.

Gloucester County has experienced a 12% increase in the number of senior citizens in the age group of 60-85 from the 1990 census to the Year 2000 census. The Year 2000 census recorded 38,931 senior citizens in the 60-85 age bracket residing in Gloucester County. Increases in the number of senior citizens and their corresponding health decline dictate the need to plan for service expansion.



In Gloucester County there are nine assisted living facilities and four known adult day care centers. These relatively small numbers of senior care facilities seems to indicate that there is not an overwhelming need for transportation at this time. In general, assisted living facilities operate their own bus to assist residents with medical, shopping and recreational trips. The adult day care centers also have vehicles available to transport their clients to/from their respective facilities. One of the larger adult day care centers in Gloucester County is Senior Care in Turnersville. Senior Care operates 4 buses and provides service to 86 adults per day. Guardian Adult Day Care in Glassboro has 7 vehicles and serves 62 people on average per day. Evergreen Court Adult Day Care in Woodbury is a small facility with only one van serving 10-14 people per day. There was no information available from Communicare as of this writing.

55+ Communities

The proliferation of 55 and over communities in Gloucester County is cause for proper planning by political decision makers and transportation professionals alike. The Gloucester County Division of Senior Services indicates a current total of 16 adult communities of 55 and over throughout Gloucester County. These communities have all been built in the past 20 years. In addition, several more are under construction in the municipalities of Glassboro, East Greenwich, Franklin, Woolwich and Monroe. The experience of the Gloucester County Division of Transportation Services with 55+ communities over the past ten years suggests that paratransit services are not initially requested from these communities. However, as the people in the communities grow older, there is a corresponding increase in the demand for paratransit. Although DTS does not keep ridership data for 55+ communities, operational data indicates that more and more ridership from senior citizens is being generated by 55+ communities. Appendix E shows the map of existing 55+ communities in Gloucester County. The map shows that the communities are spread throughout Gloucester County with placement in both suburban and rural areas.

Persons with Disabilities - Non - Elderly

The transportation needs of the non-elderly disabled are many and varied. From the most basic needs, such as going to the bank and grocery store, or to participate in the work force, individuals with disabilities continue to face transportation barriers. These barriers are real for many people with disabilities in their pursuit of activities associated with employment, training/education, recreation and personal business. In the area of employment, where most statistical data is available, a 2003 Harris poll revealed that 24% of people with disabilities who were not working (or only working part time) cited a lack of affordable, convenient, accessible public transit as an important reason that they could not take a job.

Ready access to both public and private transportation is essential in order for people with disabilities to lead full, independent lives. Unless he/she owns a lift-equipped van or car, a wheelchair user cannot accept an offered job if there are no accessible buses, vans

or taxis. Blind and hearing impaired individuals are left to fend for themselves without the audible or visible information they need to travel safely and effectively. Without a job, he/she will be forced to use public disability programs as a primary means of support, and forego the most basic step in integration.

A sample of employment statistics amongst persons with disabilities shown here is not specifically related to transportation, however, it can be logically extrapolated from the 2003 Harris poll that 1 in 4 of people surveyed below has an employment issue related to transportation. Below is further information from a 2003 Employment Survey describing employment trends among people with disabilities:

Unemployment rates of people with functional disabilities:

78% of working-age wheelchair users, 72.5% of cane, crutch or walker users,

69.5% of people unable to climb stairs, 77.5% of those unable to walk three city blocks, 73% of those unable to lift and carry 10 pounds or more,

69.2% of blind people (unable to see words or letters), 56.3% with a serious visual impairment,

64.9% with mental retardation, 58.7% with mental or emotional impairments or disorders

35.6% with hearing impairments, and 40.3% of those unable to hear normal conversation

These statistics underscore the need for effective and accessible transportation for people with disabilities to reach employment, thus generate income, and acquire a level of independence and self-determination. Below are some thought provoking Myths and Facts of the Americans with Disabilities Act (ADA) legislation that were written as a companion piece to the 2003 Harris poll:

Myths and Facts of the ADA legislation in public transportation:

Myth: The Americans with Disabilities Act has made transportation facilities fully accessible.

Fact: Getting from place to place can still be a nightmare for people with disabilities.

Myth: People with disabilities don't use public transportation, so accessibility is unimportant.

Fact: When transportation systems are made accessible, ridership by people with disabilities increases dramatically.

Residents with Developmental Disabilities

This category of disability presents unique challenges in the area of transportation. There are far ranging levels of aptitude amongst residents with developmental disabilities; however, the need for various types of public and/or paratransit services is almost universal. The Gloucester County 2004 Needs Assessment Service Priorities Plan showed transportation services as the #2 ranked need for people who are developmentally disabled. Higher functioning adults with developmental disabilities have employment opportunities (both gainful and sheltered employment) that are usually dependent upon their ability to acquire reliable and affordable transportation. Many higher functioning adults tend to live at home with their parents who are often unable to provide the needed transportation support due to work requirements or they are senior citizens caregivers who need the respite offered by transportation support. Residents with severe developmental disabilities are usually supported under the umbrella of services offered by the Gloucester County Association of Retarded Citizens (ARC). The Gloucester County ARC has several group homes throughout Gloucester County and offers transportation to a myriad of supervised vocational opportunities for their residents.

Mental Health Issues and Emotional Disorders

An area of disabled transportation that is often overlooked is the need to transport people with mental disorders. This population in Gloucester County faces tremendous challenges in the area of transportation when accessing essential services. Transportation to medical appointments and programs along with the need to engage in social and recreational endeavors are service needs since most people with schizophrenia and bipolar disorders are unable to maintain a driver's license. The Gloucester County Division of Transportation Services reports an exponential increase in the number of rides requested for mental health related programs. From 2001 to May 2006, the Division of Transportation Services experienced an 86% increase in rides to people attending mental health facilities/programs. These statistics underscore the need for transportation support for persons with mental health-related disabilities.

There is less statistical data for other types of transportation needs such as recreation, shopping and socialization. According to a Board member of the Gloucester County Mental Health Board, people with severe mental and/or emotional disorders tend to become shut-ins and dependent upon supervised care for their most essential daily needs. Medicaid coverage usually provides for their transportation to medical appointments and attendance at mental health facilities; however, their other transportation needs are often sub-standard and result in people living in a very restrictive manner.

Newly Disabled/Change in Disability Status

This category is critically important for many senior citizens and non-seniors alike. The ability to have resources in place to assist people who recently became disabled due to illness or accident can make all the difference in allowing people to adjust and maintain some level of normality in the face of a difficult challenge. Transportation is often a critical piece to helping people who are adjusting to the challenge of a newly inherited disability. The Gloucester County 2004 Needs Assessment Service Priorities Plan

Gloucester County United We Ride Transportation Plan

showed transportation services as #4 ranked need for people who are physically challenged. The top 3 needs for the physically challenged were listed as, (1) Medical/Health Care (2) Socialization/group support and (3) Housing. The Gloucester County Division of Transportation Services (DTS) allows for a relatively quick response to residents who find themselves in need of paratransit services on short notice. DTS does not have a formal application process which allows requests for service to be accommodated within days for non-emergency medical purposes. One of the more common situations is a “change in disability status”. With DTS, this situation occurs often with people on dialysis or who are suffering from a degenerative disease. DTS may begin ambulatory transportation to a new dialysis patient, however, within a period of time the same patient may need a walker or wheelchair. Visual impairments or blindness may also accompany their failing health. The deteriorating condition of the patient may also require assistance from the home and/or the construction of a ramp to permit access from the home to the curb line.

Age by types of disability for the civilian non-institutionalized population 5 years and over with disabilities by counties.

	New Jersey	Atlantic County, New Jersey	Bergen County, New Jersey	Burlington County, New Jersey	Camden County, New Jersey	Cape May County, New Jersey	Cumberland County, New Jersey	Essex County, New Jersey	Gloucester County, New Jersey
Total disabilities tallied:	2,447,773	87,041	224,260	103,714	157,705	33,156	55,746	276,125	69,546
Total disabilities tallied for people 5 to 15 years:	86,647	2,608	6,471	5,471	6,835	1,197	2,502	9,145	3,437
Sensory disability	10,291	379	631	694	705	153	312	1,138	336
Physical disability	11,562	397	718	707	892	165	370	1,457	521
Mental disability	53,062	1,488	4,136	3,516	4,208	767	1,569	4,972	2,212
Self-care disability	11,732	344	986	554	1,030	112	251	1,578	368
Total disabilities tallied for people 16 to 64 years:	1,557,193	57,391	129,539	64,384	103,160	18,541	35,861	192,449	43,258
Sensory disability	89,164	3,098	6,510	4,470	6,720	1,157	2,456	9,698	3,008
Physical disability	254,298	10,104	18,141	12,988	19,293	3,884	6,837	27,927	9,393
Mental disability	155,968	5,922	11,122	7,971	12,408	2,157	5,001	17,020	4,820
Self-care disability	83,248	3,017	6,274	3,647	6,444	978	2,404	10,398	2,828
Go-outside-home disability	352,853	12,276	29,834	11,112	20,456	2,716	6,524	50,152	7,093
Employment disability	621,662	22,974	57,658	24,196	37,839	7,649	12,639	77,254	16,116
Total disabilities tallied for people 65 years and over:	803,933	27,042	88,250	33,859	47,710	13,418	17,383	74,531	22,851
Sensory disability	127,389	4,455	13,933	5,644	7,431	2,292	2,765	10,472	3,612
Physical disability	271,630	9,378	28,595	12,228	16,647	5,053	5,837	24,784	7,876
Mental disability	97,770	3,402	10,789	3,884	6,002	1,364	2,332	9,703	2,694
Self-care disability	93,994	3,297	10,803	3,552	4,996	1,324	2,088	9,176	2,641
Go-outside-home disability	213,150	6,510	24,130	8,551	12,634	3,385	4,361	20,396	6,028
U.S. Census Bureau									
Census 2000									

Sheltered Workshop Employment – For People with Disabilities

There are three primary agencies involved in providing job training to people with disabilities in a sheltered workshop setting in Gloucester County; each of which is located within a ¼ mile of each other. The largest provider of sheltered workshop employment, The Abilities Center, is located along Route 47 in the northern portion of Deptford Township. Just around the corner from the Abilities Center is the Crew Labor program sponsored by the Gloucester County Association for Retarded Citizens. Across the street from both of these facilities is the adult program sponsored by St. John of God School. These sheltered workshops employ 200, 40 and 57 people with disabilities respectively.

Currently several transportation providers serve these three sheltered workshops. Access Link, Gloucester County DTS, Gloucester County ARC and several private operators are transporting over half the people attending these three (3) workshop locations. Attached is a map (Appendix C) showing the geographic locations of where people reside who attend these workshops and the different providers serving them. This map clearly shows the need for transportation coordination to better use our transportation dollars to serve this population to their common area employment sites.

Welfare Recipients

In the five years since the inception of the Welfare Reform Act of 1997, Gloucester County now has more information on the needs of those receiving Temporary Assistance to Needy Families (TANF, formerly AFDC) who are not exempt because of age, disability, illness, or providing care for a dependent adult or child, as well as those receiving General Assistance (GA), who are clients without dependent children. First and foremost, the numbers of people on public assistance has dropped significantly. Gloucester County experienced a 68% reduction in the caseload of TANF recipients between 1997 and 2001. The number of active TANF cases in 2001 was 630 cases.

In addition, the county welfare rolls have taken over municipal responsibility for GA recipients in all but three municipalities. 672 adult GA cases were under the responsibility of the Gloucester County Board of Social Services in 2007; up from 520 GA recipients in 2001. Overall there has been a reduction in the number of welfare recipients in Gloucester County since 1997. The reduction in the number of cases can be attributed to the innovative transportation programs such as WorkPass, Feeder service and Keys to the Future developed by the Gloucester County Work First New Jersey (WFNJ) Transportation Committee between 1997 and 2001. These transportation programs combined “to take away the excuse” that proper transportation services were not available for welfare recipients to pursue training programs and gainful employment.

Gloucester County United We Ride Transportation Plan

Information about the Gloucester County Board of Social Services caseload is summarized below:

Gloucester County 2007 GA Active Cases by Municipality

Municipality	Total Cases	Total Adults	Total Children	Medicaid Transportation	Total Grant
Clayton	30	24	50	48	152
Deptford	67	50	94	82	20,516
E. Greenwich	6	3	9	13	1,675
Elk Twp	7	5	10	11	2,061
Franklinville	39	28	54	41	10,369
Glassboro	96	70	156	250	30,309
Greenwich	8	6	14	18	2,654
Harrison Twp	37	34	72	20	13,250
Logan Twp	11	8	15	9	3,233
Mantua	18	13	31	31	5,632
Monroe	89	61	130	195	25,411
National Park	20	13	27	28	5,332
Newfield Boro	7	6	9	28	2,356
Paulsboro	86	77	176	118	30,960
Pitman	9	9	11	15	2,684
So Harrison Twp	4	4	4	4	1,288
Swedesboro	16	11	24	25	5,230
Washington Twp	75	62	109	92	22,285
Wenonah	11	8	25	38	4,234
West Deptford	61	47	101	34	20,256
Westville	39	39	60	111	12,848
Woodbury	108	88	166	138	31,133
Woodbury Hgts	4	4	6	10	1,361
Woolwich	2	2	2	5	650
Total	850	672	1355	1364	255,879

Information provided by the Gloucester County Board of Social Services.

Gloucester County 2007 General Assistance by Municipality

Municipality	Employable	Unemployable	Food Stamps
Clayton	42	46	95
Deptford	44	32	270
E. Greenwich	8	10	37
Elk Twp	4	4	34
Franklinville	0	0	85
Glassboro	67	39	199
Greenwich	7	8	39
Harrison Twp	4	6	47
Logan Twp	4	2	10
Mantua	17	20	102
Monroe	52	55	331
National Park	5	6	30
Newfield Boro	0	4	22
Paulsboro	22	23	122
Pitman	13	12	54
So Harrison Twp	0	0	11
Swedesboro	8	3	36
Washington Twp	120	74	213
Wenonah	1	3	22
West Deptford	13	20	106
Westville	23	25	144
Woodbury	42	35	249
Woodbury Hgts	10	0	20
Woolwich	2	0	7
Out of County	0	0	24
Total	508	427	2309

Information provided by the Gloucester County Board of Social Services.

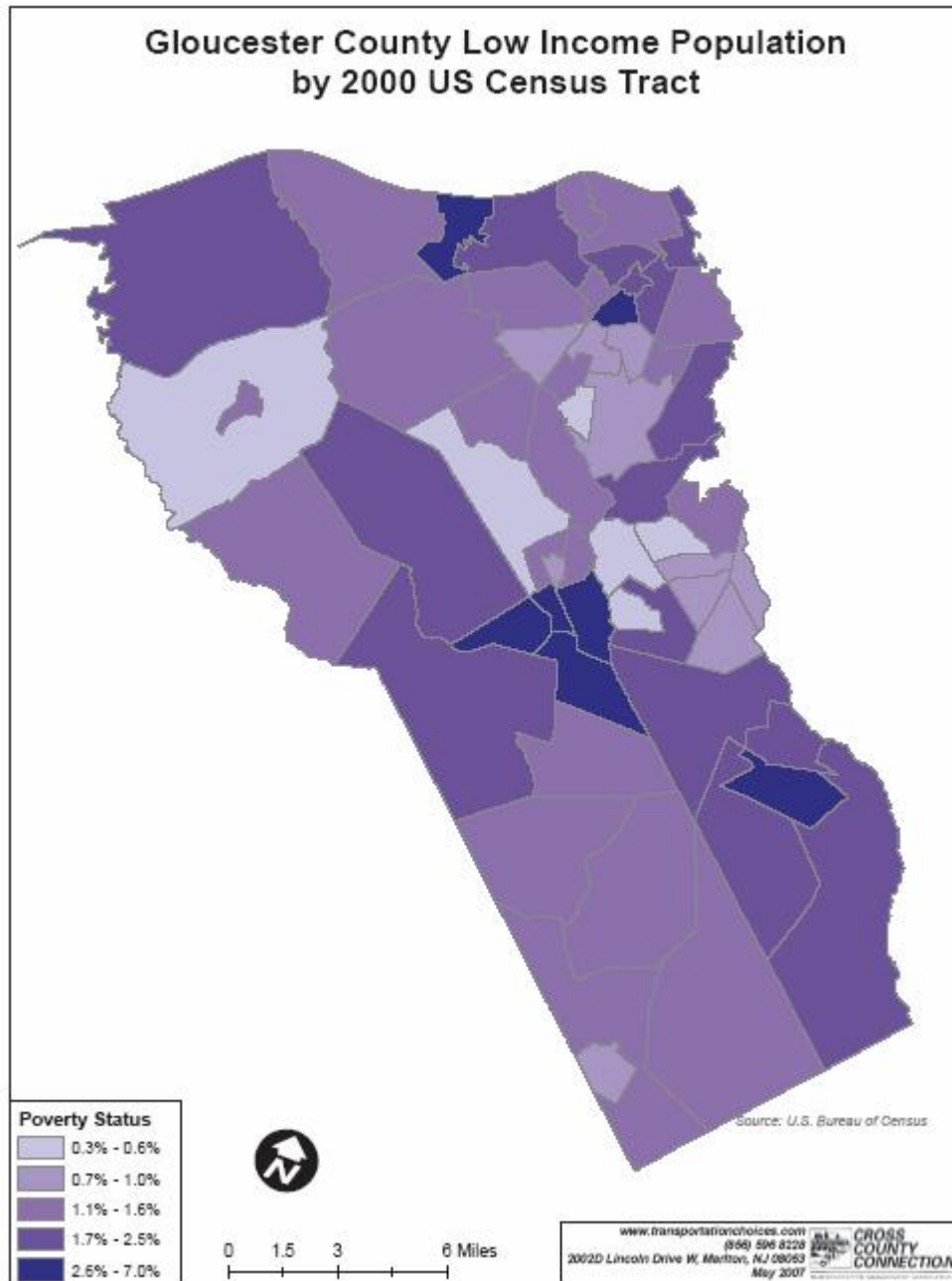


Table 2.1
Gloucester County WFNJ Cases by Municipality - April 2002

Municipality	Total Cases			Total Grants
	Cases	Adults	Children	
Clayton	26	20	50	\$9035
Deptford	48	22	78	13263
E. Greenwich Township	1	1	4	552
Elk Township	8	3	12	2197
Franklin Township	27	15	41	7482
Glassboro	102	69	178	31980
Greenwich Township	6	5	12	2036
Harrison Township	15	9	15	3509
Logan Township	4	3	7	1173
Mantua Township	14	8	23	4660
Monroe Township	76	44	108	21118
National Park	12	4	13	2250
Newfield	8	2	15	2578
Paulsboro	70	44	141	22651
Pitman	8	8	16	3182
S. Harrison Township	1	1	2	424
Swedesboro	9	1	20	2936
Washington Township	55	38	90	17431
Wenonah	8	5	12	2187
W. Deptford Township	23	13	34	6561
Westville	34	23	58	10669
Woodbury	100	64	163	29776
Woodbury Heights	7	3	9	1876
Woolwich Township	1	0	1	162
COUNTY TOTALS	663	405	1102	\$199,688

Almost half the TANF and GA cases are concentrated in five communities:

- ◆ Glassboro,
- ◆ Monroe Township,
- ◆ Paulsboro,
- ◆ Westville, and
- ◆ Woodbury.

For the most part, residents receiving assistance from the Gloucester County Board of Social Services live in the most densely populated sections of the county:

- ◆ Westville, Woodbury, National Park, Paulsboro and surrounding areas in the north;
- ◆ the Pitman-Glassboro-Clayton corridor in the central section of the county;
- ◆ the Williamstown area in the east; and
- ◆ Swedesboro in the western region.

There are medium concentrations of recipients surrounding these densely populated areas, and scattered throughout the more rural sections of Gloucester County. Many of these communities also contain high concentrations of transit-dependent groups in general, including individuals and families with low income and/or limited access to a car; which includes senior citizens, and people with disabilities.

Working Poor

Working poor is often a difficult category to define. This transit dependent category has been hampered by the lack of a common understanding of the term. A report developed by Legal Services of NJ & Poverty Research Institute and the Center of Economic Policy and Education called the Real Cost of Living: the Self-Sufficiency Standard for NJ in 1999 calculates transportation costs at \$157 per month for a single adult, \$167 for a single adult with child and two adults with child at \$318 per month for Gloucester County. The report does not mention how these costs were derived, and to the casual observer, these costs seem low for the owner of an automobile in New Jersey. The definition of poverty is one that continues to be debated amongst federal agencies and state and federal agencies alike. The debate over the definition is important since it supports the level of subsidies, if any, to those considered to be working in poverty.

During the second half of the 1990's, as millions of people moved off welfare rolls and into low-paying jobs, policy makers and policy analysts have become increasingly concerned about the challenges facing the working poor. (The annual earnings of a full-time, full year worker making \$7.15 per hour (minimum wage) are too low to lift a family of three above the poverty line in New Jersey). In the latter part of 1997 the Gloucester County Board of Social Services replaced a transportation with a bus pass program. This program has proved successful in reducing overall transportation costs while providing a more comprehensive transportation option for those on public assistance. Despite the success of the bus pass program, the challenge remains to find cost effective transportation in people who do not own automobiles.

County Profile – Current Transportation Coordination Activities

Red Cross

One of the outcomes of the March 7, 2007 self-assessment process was the high marks received by the Gloucester County Division of Transportation Services for its history of coordinating transportation services. Gloucester County DTS has been coordinating services with various agencies and providers since its inception in 1985. Stakeholders acknowledged the fact that service to Gloucester County's elderly and disabled residents has evolved over the years through coordination efforts developed by DTS. In 1985, DTS asked the Gloucester County Chapter of the American Red Cross to use one of their vehicles and volunteer drivers to assist with dialysis transportation. Gloucester County agreed to reimburse Red Cross for operating expenses via casino grant funds. This agreement with Red Cross has been renewed annually ever since.

County Agencies

In 1988, DTS began working more closely with other county departments, notably, the Office on Aging (now Division of Senior Services), Office of Disability Services and Office of Veterans Affairs to ensure that their constituents could be provided transportation with short-notice. This agreement, entitled Rapid Ride, developed a small funding base and a process to offer transportation to medical appointments on short notice for certain medical procedures. This agreement has remained in effect since its

inception.

Medicaid Transportation

In 1993, DTS embarked on its largest coordination effort by formalizing an agreement with the Gloucester County Board of Social Services to be the provider of Medicaid related transportation for Gloucester County residents. Initially this agreement added approximately 1200 additional monthly one-way trips for DTS. Today in 2007, with a combination of private providers and county DTS drivers, Medicaid rides exceed 4200 one-way trips on an average month. The Medicaid agreement, due its additional trip requirements at times throughout the day and on weekends, was the impetus for Gloucester County to begin partnering with the private sector. In 2007, Gloucester County DTS has seven (7) private operators under contract to assist with Medicaid transportation. These private operators consist of (4) for-profit companies, (2) faith based providers (1) non-profit agency.

The relationship with private operators has allowed DTS to be more flexible and responsive in the provision of services. Private operators have also been asked over the years to perform non-Medicaid work with other funding sources, including county funds appropriated by the Gloucester County Board of Chosen Freeholders.

Sister Counties – Philadelphia Hospital Shuttle

In 1996, Gloucester County developed a relationship with Camden and Cumberland counties to provide shared passenger shuttle bus service to Philadelphia hospitals. The genesis of this agreement was a presentation made by representatives of each county to NJ Transit in 1995. At the presentation, all three counties told of service to Philadelphia that was similar in nature. Rather than duplicate services, the counties now use transfer locations to board passengers and only one bus goes into Philadelphia each day. Each county has a designated day for their bus to go into Philadelphia based upon an agreed upon schedule. Passenger information is shared with each other based upon agreed guidelines.

South Jersey Transit Authority – Pureland Shuttle

Since 2001, DTS has contracted with the SJTA to provide service through two towns in Gloucester County with the highest frequency of NJ Transit bus service for the purpose of offering resident's access to the Pureland Industrial Park in Logan Township. These towns, Westville and Woodbury, also have high levels of low-income residents according to recent information from the Gloucester County Board of Social Services. The Pureland Industrial Park is home to over 200 employers. This contractual arrangement was conceived after SJTA and Gloucester County DTS were both providing transport to Pureland Industrial Park along parallel routes. This contractual arrangement removed the duplication of service that was occurring. The service has seen steady growth in ridership and SJTA has agreed to expand service over the past few years to include transportation for the 3 primary work shifts at the industrial park.

Employment Destination Information

The locations of major employment centers for Gloucester County residents were plotted. Research found in 1998 that 81 percent of County residents worked in New Jersey. This was broken down as 46 percent, or 51,372 individuals, who worked within Gloucester County and over 38,000 people, or 35 percent of County residents, worked in other New Jersey counties. These numbers indicate that new jobs are likely to be found outside the County. Other New Jersey counties in which the highest numbers of Gloucester County residents worked included:

◆ Camden	21,708	19.6%
◆ Burlington	5,179	4.7%
◆ Cumberland	3,338	3.0%
◆ Atlantic	3,182	2.9%
◆ Salem	2,694	2.4%

Another 12 percent of Gloucester County workers (13,501) were employed in the City of Philadelphia, and 5 percent worked in other Pennsylvania locations.

NJ Department of Labor forecasts predicted that employment in Gloucester County will increase by 17.7 percent between 1994 and 2005. Industries forecast to have the greatest employment increase are:

◆ Social services	64.9%
◆ Business services	55.7%
◆ Food stores	29.2%
◆ Health services	25.9%
◆ Eating & drinking places	18.6%

There are sixteen major industrial parks in Gloucester County, housing over 200 companies. The plan presented in the next section includes considerations of how to get employees to these industrial centers and the major retail centers spurring growth in the retail and manufacturing/distribution occupations.

According to information from the Gloucester County Workforce Investment Board, there were 67,886 total jobs in the private sector in the County in 1995. This information is presented by community in Table 2.2. As shown, almost 38 percent of private sector employment in Gloucester County was in three communities:

<u>Community</u>	<u>Jobs</u>	<u>% of Total</u>
Deptford Township	9,037	13.3
Washington Township	8,792	13.0
Woodbury	<u>7,898</u>	<u>11.6</u>
TOTAL	25,727	37.9

Gloucester County United We Ride Transportation Plan

This information is significant since public transportation to/from the City of Woodbury is excellent from most areas of Gloucester County, yet, east-west public transportation to/from the municipalities of Washington and Deptford is minimal. The NJ Transit #463 bus operates east to west through both of these municipalities on weekdays serving major employers such as: Gloucester County College, Underwood Hospital, Kennedy Hospital in Washington Township and Gloucester County government offices in Woodbury. There is currently no service offered on weekends and evening service on the #463 is on a two hour headway with last trips operating prior to 11:00pm. This service limitation adversely affects workers and potential workers at hospital sites and other shifts starting or ending at midnight. The NJ Transit #455 bus offers limited east-west service in Gloucester County by accessing Woodbury and the Deptford Mall from the areas of Paulsboro and National Park.

Table 2.2
Gloucester County Private Sector Employment – 1995

Municipality	# of Employed Persons
Clayton	1,047
Deptford Township	9,037
East Greenwich Township	894
Elk Township	351
Franklin Township	1,620
Glassboro	4,003
Greenwich Township	1,783
Harrison Township	877
Logan Township *	3,588
Mantua Township	3,930
Monroe Township	4,427
National Park	168
Newfield	1,217
Paulsboro	2,125
Pitman	2,841
South Harrison Township	206
Swedesboro	2,411
Washington Township	8,792
Wenonah	681
West Deptford Township	5,463
Westville	2,557
Woodbury	7,898
Woodbury Heights	1,658
Woolwich Township	312
GLOUCESTER COUNTY TOTAL	67,886

2006 NJ Annual Average Labor Force Estimates by Municipality

Name/County/Municipality	Labor Force	Employment	Unemployment	Unemployment Rate
Gloucester County Annual Average	153,038	145,873	7,165	4.7
Clayton Borough, NJ	4,518	4,276	242	5.4
Deptford Township, NJ	16,174	15,616	558	3.5
East Greenwich Township, NJ	3,167	3,039	128	4.0
Elk Twp, NJ	1,914	1,814	100	5.2
Franklin Twp, NJ	9,289	8,635	655	7.0
Glassboro Borough, NJ	10,255	9,600	655	6.4
Greenwich Township, NJ	2,870	2,756	114	4.0
Harrison Township, NJ	5,164	4,936	228	4.4
Logan Township, NJ	3,702	3,616	85	2.3
Mantua Township, NJ	9,401	8,917	484	5.1
Monroe Township, NJ	17,089	16,173	916	5.4
National Park Borough, NJ	1,966	1,838	128	6.5
Newfield Borough, NJ	1,046	990	57	5.4
Paulsboro Borough, NJ	3,474	3,004	470	13.5
Pitman Borough, NJ	5,515	5,160	356	6.5
South Harrison Township, NJ	1,412	1,355	57	4.0
Swedesboro Borough, NJ	1,190	1,119	71	6.0
Washington Township, NJ	28,689	28,151	538	1.9
Wenonah Borough, NJ	1,414	1,343	71	5.0
West Deptford Township, NJ	12,892	12,251	641	5.0
Westville Borough, NJ	2,845	2,674	171	6.0
Woodbury City, NJ	5,563	5,207	356	6.4
Woodbury Heights Borough, NJ	1,803	1,732	71	3.9
Woolwich Township, NJ	1,791	1,720	71	4.0

3.0 Transportation Needs and Gaps

This section summarizes transportation needs and gaps in the existing human services transportation network in and around Gloucester County. These needs and gaps have been identified as part of the 2002 Gloucester County Transportation study and the United We Ride steering committee process, including the self-assessment process conducted by stakeholders on March 7, 2007.

3.1 Existing Needs and Gaps

Service Needs and Gaps – Elderly Residents

The Gloucester County Division of Senior Services points to a recent survey of senior citizens in which the need for transportation services was rated as one of the top three service needs. Needs expressed included: need for less advance time to service providers to receive a ride to important medical appointments, more service to out-of-county doctors, particularly in the southern portions of Gloucester County and more service for

personal and recreational endeavors. The Division of Senior Services provided an example in 2006 when their office interceded to help someone who needed transportation for a medical procedure in the southern portion of Cumberland County, an area not served by the County's Division of Transportation Services (DTS). The cost of the trip scheduled by their office was \$150.00. This cost is reasonable for the marketplace, but relatively unreasonable for individuals to bear on an on-going basis.

This type of trip and associated cost underscores the expensive nature of providing personalized, paratransit services within a large service area. Another important unmet transportation need for senior citizens that has been reported by both DTS and the Division of Senior Services is wheelchair transport that involves bringing people to the vehicle from inside their home. There are times when senior citizens have medical ailments, or suffer an accident (i.e., broken hip), that quickly changes their transportation needs and circumstances at home. There are many more senior citizens living into their 80's and 90's and becoming quite frail while trying to live an independent lifestyle in their own homes. However, without a wheelchair ramp or the availability of family or qualified people to assist or carry the wheelchair bound person from the home, senior citizens become dependent upon expensive ambulance services for their transportation needs.

DTS reports that requests for all types of medical related transportation by senior citizens have increased tremendously over the past 20 years. Transportation to dialysis treatments is one particular growth area. In 1992, DTS transported six people for dialysis treatments. Fifteen years later, DTS is transporting seventy people to dialysis for their 3 days per week treatments. DTS reports difficulty in keeping up with the demand for dialysis transportation requests that are being made by social workers from the three dialysis units currently in Gloucester County, namely, the Renex Dialysis Center in the City of Woodbury, Renal Dialysis Center in Mantua and the Kennedy Dialysis Center in Turnersville.

The other transportation need that has grown tremendously over the past 10 years according to DTS staff is the need for physical therapy transportation related to hip or knee replacement surgery. The number of people, particularly senior citizens having hip or knee replacement surgery has grown 200% since 1995 according to the 2006 June issue of the New England Journal of Medicine. Zimmer Corporation a worldwide leader in orthopedic products, states that knee replacement surgery was performed on over 400,000 people worldwide last year. Furthermore, their statistics indicate that in the United States, the average joint replacement patient is between 65-70 years old.

The disabled and non-disabled senior citizens of Gloucester County can use several available transportation alternatives such as fixed route public transportation, modified fixed route services provided by municipalities, demand responsive services provided by DTS and limited service provided by a host of human service agencies. The primary service gap that exists for senior citizens is capacity related, where demand for transportation exceeds the supply. This has been identified as a major concern by DTS and could become a greater problem in the future as the general population ages. As people get older, their ability to drive a private automobile to all destinations declines and the need for transportation alternatives increases. Other service gaps for senior citizens

are related to the need for out of county or out of state transportation as well as the inability of senior citizens to access a vehicle at the curb line without considerable assistance.

There are different levels of service available to senior citizens based on the type of trip requested. Currently, DTS is operating at full capacity for medical related transportation for seniors. DTS reports out of service area trip denials or delays in providing transportation services because of the increasing demand, which may include trips for some of the most serious medical related needs, such as dialysis, radiation therapy, and other therapy services outside of the County. DTS has grown from providing 60,000 trips per year system wide in 1997 to over 120,000 rides in 2006. Anecdotal evidence also points to the need for increased requests for trips associated with changes in medical procedures (e.g. shorter hospital stays, more out-patient procedures, access to pre-surgical tests and post-surgical therapy). There is also evidence that there is diminished support structure of family and friends to provide transportation for senior citizens. Routine medical appointments that do not meet DTS service criteria also are being denied or delayed. There also is insufficient capacity to fulfill trip demands for personal business, adult day care, and social activities. DTS reports an increase in the number of personal trip requests, such as visitation trips for family members to nursing care facilities, social activities for shut-ins, and trips to nutrition centers and other senior related services. The need also exists for senior citizens who do not have an automobile to have transit options available in the evening and on weekends. Municipal buses and county operated service is primarily operated on weekdays during daytime hours.

Another area of transportation that is quickly growing for senior citizens and their families is the need to access adult day care centers. To date, in Gloucester County, three primary providers of this service to senior citizens, Guardian Adult Day Care, Senior Care and Communicare, all provide their own vehicles to transport their clientele. However, two of the three agencies in the past have expressed an interest in talking to the Gloucester County Division of Transportation Services (DTS) to discuss service coordination issues.

The senior citizen population also includes many veterans of the armed services. In Gloucester County, veterans have VA hospital facilities in nearby Philadelphia and Elsmere, Delaware. In addition, a regional VA Clinic was opened at 211 County House Road in Sewell in Gloucester County in 2004. This expansion of medical procedures available to veterans is a positive development for veterans. However, Gloucester County DTS has not seen a reduction in the need for inter-state transportation of veterans since many procedures and prescription needs are still handled at the VA hospitals. DTS currently has 270 veterans registered in their computer database for transportation services.

Service Needs and Gaps – People with Disabilities

In Gloucester County, people with disabilities face similar challenges as indicated in the national data. Employment related transportation remains a critical unmet need according to the Gloucester County Office of Disability Services. Their office reports that overall mobility is insufficient and a barrier. For example, where public transportation or

paratransit may be available, safe crosswalks may not be for residents who are blind or wheelchair bound. Their office acknowledges a significant improvement in transportation opportunities for persons with disabilities seeking employment due to the passage of the Americans with Disabilities Act in 1990 and the requirement of NJ Transit to offer complimentary paratransit services to their fixed bus route system. The complimentary service, entitled “Access Link”, began providing service to qualified Gloucester County residents in 1994.

Access Link has been the transportation answer for many people with disabilities since the service operates absent of trip purpose priorities and requirements. The implementation of NJ Transit sponsored complimentary paratransit has seen many successes, yet, in Gloucester County, there are on-going reports of service failures. The lack of service reliability on the part of Access Link has been cited as a critical issue by passengers, parents/guardians of passengers, the Division of Transportation Services, the Office of Special Needs at Gloucester County College and the Gloucester County Office of Disability Services. Fortunately, Gloucester County residents and advocates for people with disabilities have seen improvements in the Access Link delivery system since 2005. These improvements have been noted by critics of the service listed above.

The County paratransit system, DTS, has been unable to provide for many of the non-medical needs of the non-elderly disabled population. With limited funds, and a fare free service structure, DTS has adopted operating procedures that allow the service to provide for most in-county transportation needs, but restrict service to out-of-county areas and employment needs. The current DTS budget does not support the level of drivers and vehicles needed to serve the many and varied transportation needs of the disabled population in Gloucester County. DTS cites a waiting list for transportation to gainful employment and sheltered workshops as evidence that residents with disabilities are, (1) not eligible for complimentary paratransit offered by Access Link, (2) reluctant to use Access Link due to operating rules and service reliability concerns, and (3) prefer to have a free service offered by DTS rather than use Access Link or fixed route public transportation.

The Gloucester County Office of Disability Services states that their interaction with a segment of consumers who are disabled reveals their desire to have social and recreational opportunities throughout the day and also after 5:00pm and on weekends. The concern was expressed that the life activities of individuals with disabilities does not stop at the end of the normal work day. The availability of transportation during evenings and weekends would allow for freedom and flexibility in the social and recreational life of persons with disabilities, particularly those who do not qualify for Access Link services. Most county transportation provided for individuals with disabilities is prioritized from medical purposes. A recent survey conducted by the Gloucester County Office of Disability Services of ten of Gloucester County municipalities in reference to their social/recreational programs revealed that approximately half of the municipalities provide transportation for township residents only, for township sponsored events. It was found that most townships regularly request that the participant meet at a designated location before transportation is provided to a specific engagement. With limited identifiable resources regarding social/recreational transportation, people with disabilities are more susceptible to being isolated and as a result, left out of the mainstream of social

interaction and recreational activities.

Employment Transportation Gaps – Transit Dependent Residents

Suburban Gloucester County residents have greater access to public transportation than their rural counterparts. Residents who live in the more densely populated towns (e.g. Glassboro, Woodbury, Williamstown) have a more extensive public transportation network available as an alternative. The City of Woodbury for example, has six NJ Transit bus routes traveling within its borders. Thus, transportation is less of a barrier to accessing job opportunities in the county and beyond. By comparison, rural clients without access to an automobile will have fewer alternatives, may have more difficulty planning trips, and may be more restricted in the work destinations they can reach and therefore the job opportunities they can consider.

Jobs that are available may not involve “typical” work hours. They may involve evening and weekend hours or start and end times that are not in the traditional peak commuting hours. Thus, though there may be transit service available in the suburban communities, the actual schedule may not be conducive for making the work trip by bus. The biggest service gap identified is accessing NJ Transit buses is during off peak hours. Clients obtaining jobs on the second or third shift (evenings and overnights), for example, may find NJ Transit bus service intermittent or curtailed completely. Evening, midday, and weekend service may run on a headway of 60 minutes or greater between buses. This may force those with weekend and non-rush hour work shifts to endure commutes of an hour or more to and from work, especially if a transfer is involved. Workers ending their shifts after midnight may find no service available at all for the return trip.

For rural residents, the largest service gaps are capacity related. There are fewer bus routes in the rural areas, which limits the choice of alternatives for those without a car available. Southern and eastern Gloucester County (e.g. Franklin, Elk, Greenwich, South Harrison and Woolwich Townships) frequently are mentioned as the areas of the county most lacking in public transportation services. East-west cross county transportation also is a major concern for rural residents, with the majority of public transit routes running on a north-south axis toward the cities of Woodbury, Camden and Philadelphia. Again, those individuals on evening, night and weekend work schedules will be the most inconvenienced.

The last documented review for employer distances to NJ Transit bus routes known as of this writing is the Rutgers study referenced in the 1997 Community Transportation Plan. The Rutgers study reviewed the geographic distribution of jobs and determined what percentage of employers and jobs in Gloucester County were within various distances of an existing NJ Transit bus route. In Gloucester County, it was found that 82 percent of firms were within ¼ mile of a bus route; 92 percent of firms were within ½ mile of a bus route; and 97 percent of firms were within one mile. This data is misleading to the extent that firms may be close to bus service, yet the inference that easy access to these sites occurs is inaccurate since NJ Transit bus routes in Gloucester County are limited, poorly timed for transfers during non-peak hours, and for the most part, operating in a north to south direction and not available to homes in many rural areas and areas lying beyond proper access to bus service.

Poorly timed transfers and the lack of non-peak service makes it difficult for many residents to use NJ Transit bus service to employment despite the proximity of bus service to 92% of firms in Gloucester County as indicated in the Rutgers study. A prime example of this was addressed in a feature article in a May 6, 2007 issue of the Gloucester County Times. The article highlights the current schedule structure of the NJ Transit #402 bus serving the Pureland Industrial Park in Logan Township. According to the article, “its 4:04pm, at the Pureland Industrial Park as the people board the bus for Woodbury. If someone misses this bus, the next bus won’t roll by until 6:58pm (nearly 3 hours later)”. According to the article (Appendix F), the same situation occurs in the morning causing passengers to make a choice between being extremely early for work or arriving late.

Working Poor - Service Needs and Gaps

The challenge of reliable and affordable transportation is one that must be resolved for the working poor to encourage work and economic well-being. Without a private automobile, the poor face dependence upon public transportation and its’ inherent lack of flexibility. This lack of flexibility was recognized by the Gloucester County WFNJ Transportation Committee in 2002 in the development of transportation options for welfare recipients. These same options are relevant to the working poor population, except that many times the working poor do not qualify for transportation-related subsidies - thus discouraging the concept of work. Programs in Gloucester County such as: Work Pass, Keys to the Future and the Feeder system have been developed to compliment, augment and provide flexibility to the existing fixed route transportation system.

In Gloucester County, the Workforce Investment Board (WIB) works with the working poor in the areas of job training and education. Their office reports of the 650 participants served in 2001 in various programs, approximately 200 face a transportation hardship. Their office has also identified a lack of out of county transportation to employment areas in Camden County (Cherry Hill,), Burlington County (Mount Laurel), Atlantic City, Newark, Delaware, Philadelphia and Philadelphia suburbs.

Without an automobile, the ability to economically elevate oneself by accessing work sites and training programs is complicated by the lack of available and affordable transit systems in Gloucester County. Welfare recipients and working poor who do not own and operate an automobile face challenges accessing not only work-related sites, but also, personal, social and recreational endeavors (i.e., food shopping, Board of Social Services, etc.). The need for non-work trips is important for people to have an active, and proper, quality of life. For the purposes of this Plan, employment related activities have been focused upon for the transit dependent populations of welfare recipients and working poor. However, the varied transportation needs of welfare recipients and the working poor can not be excluded in the development of a comprehensive transit system.

Areas with high population density, unemployment, senior populations, and lowest income also exhibited the highest need for public transportation services. In Gloucester County, the communities with the highest needs, in rank order are:

Gloucester County United We Ride Transportation Plan

- ◆ Paulsboro;
- ◆ Clayton;
- ◆ Glassboro;
- ◆ Pitman;
- ◆ Woodbury;
- ◆ Westville;
- ◆ Wenonah.
- ◆ Swedesboro;
- ◆ National Park;
- ◆ Deptford Township;
- ◆ Greenwich Township (Gibbstown);
- ◆ Logan Township
- ◆ Monroe Township (Williamstown);
- ◆ Washington Township (Turnersville); and
- ◆ West Deptford Township (Thorofare).

The table on page 25 shows unemployment rates by municipality in Gloucester County in 2006. The 13.5% rate of unemployment in the Borough of Paulsboro is of particular concern. This municipality is near the largest industrial park in New Jersey, namely the Pureland Industrial Park. Every effort must be made by local and county officials to offer quality transportation options between Paulsboro residents and employment centers to address this high level of unemployment. The high level of unemployment in Paulsboro has been noted under the recommendation section of this plan as a high priority, immediate action items.

Areas shown to have a medium level of need for public transportation include portions of the following communities:

- ◆ Mullica Hill (Harrison Township);
- ◆ Monroe Township;
- ◆ Mantua Township;
- ◆ Washington Township;
- ◆ East Greenwich Township;
- ◆ Franklinville (Franklin Twp.); and
- ◆ Newfield.

According to the Administrator of the Gloucester County One Stop Career Center, below is a listing of current transportation-related employment needs in Gloucester County:

- ✓ Job opportunities in Atlantic City at the Casinos are growing. Unfortunately, public transportation available to these job opportunities would require approximately a 2+ hour commute each way. This makes it very difficult for parents with children. We are pursuing the possibility of linking up to SJTA shuttle to provide direct service to various casinos.

- ✓ Cumberland County (specifically Vineland and Millville areas) are seeing an Economic Boom and are offering many job opportunities, especially in retail and entry level positions. There is little transportation to connect Gloucester County residents to these jobs and, in many instances, the transportation available is either cost prohibitive or time prohibitive.
- ✓ Industrial Parks – Gloucester County has 4 major industrial parks that offer a variety of available jobs. Public transportation to these sites runs very infrequently, if at all. In addition, public transportation is not able to accommodate the various shifts in the Industrial Parks.
- ✓ There is a need for transportation to be available to working parents to get their children to childcare. The inability to access childcare transportation is a major impediment to getting people to work.
- ✓ “Emergency” and Shift work transportation is lacking for working individuals. Employees taking public transportation are bound to time schedules dictated by NJ Transit. Unfortunately, in the event of an emergency, these individuals are not able to access transportation to get to the emergency. They are also not able to take advantage of overtime opportunities and/or mandatory overtime because of lack of public transportation. This prevents individuals from being able to accept jobs that require mandatory overtime and/or are on a sporadic bus route.
- ✓ Port of Paulsboro – the development of the Port of Paulsboro will bring many job opportunities to Gloucester County. Currently there are only 2 buses that run into Paulsboro which are the 402 and 455 with no midday service on the 402.
- ✓ There is a need to provide transportation to individuals residing in the river towns to various jobs throughout and outside the county. Some type of “river route” needs to be developed.
- ✓ Rural communities – Gloucester County has several communities that are mostly inaccessible to public transportation (i.e. Franklinville, etc.) In addition, these communities are mostly residential and offer very little employment opportunities within their boundaries. Individuals living in these areas need access to transportation that can link them to employment.
- ✓ “Off Hours” transportation – residents of Gloucester County have difficulty in accessing transportation that will get them to job opportunities that are outside normal business hours. This includes early morning and later to late evening hours.

4.0 Transportation Services and Options

There are four major providers of public transportation service in Gloucester County. The primary fixed-route service provider is New Jersey Transit (NJT). Modified fixed route service for rural area residents and vocational rehabilitation clients is available from the Gloucester County Division of Transportation Services (DTS), using a combination of County owned vehicles and private vendors. The largest providers of demand-responsive service are DTS and NJT’s Access Link, the agency’s ADA-mandated complementary paratransit service. Gloucester County also has fifteen (15) municipalities operating buses primarily for shopping, personal business and recreational needs of senior citizens. There are also many smaller for profit and non-profit agencies

in Gloucester County providing demand-responsive service. This section provides an overview of these existing services.

Another important aspect of transportation service is the investment in facilities and the transit infrastructure to make transportation services more convenient and affordable to use. Documentation of Gloucester County's transit facilities/infrastructure, or lack of, is noted within this section.

4.1 Fixed Route Bus Transportation

NJ Transit operates traditional line haul bus service with fixed routes on fixed schedules. Service is primarily designed to offer access to the major metropolitan areas of Camden, New Jersey and Philadelphia, Pennsylvania. The routes run north to south through Gloucester County along major arteries. The exceptions to the north-south routing are the #455 bus and #463 bus which offer needed east-west service intersecting with the north-south routes at various times for important transfer opportunities. The #463 bus serves Gloucester County College in Deptford. Please refer to map on page 35 for public transit routes serving Gloucester County.

NJ Transit

NJ Transit operates 11 regular bus routes in Gloucester County. The 11 routes consist of:

- ◆ Nine regional interstate routes providing service through Gloucester and Camden Counties to Philadelphia: 313, 315, 400, 401, 402, 403, 408, 410, 412
- ◆ Two intrastate routes: one regional (455) and one local (463).

All routes except the 412 and 463 operate seven days a week. The 313 and 315 are shore routes (Cape May to Philadelphia) with limited schedules. Other routes, such as the 401, 402, and the 410, operate limited service during the midday. This limited service may prove a hardship to riders relying on buses to get to employment centers, especially if the jobs require shift work during off peak hours. A recent positive development has been the announcement by NJ Transit that the #412 bus route which operates between Philadelphia, Glassboro and Elsmere via the City of Woodbury also provides service to Rowan University in Glassboro and the Board of Social Services in Sewell due to recent route adjustments made by NJ Transit.

The two intrastate bus routes serving the County provide regional and local access. The 455 bus travels from Paulsboro to the Cherry Hill Mall in Camden County. It travels through four other Gloucester County communities and the Deptford Mall, providing shopping and employment opportunities to those residents able to utilize this route. The 455 is the only NJ Transit route serving National Park, an area with a large percentage of transit dependent residents. Prior to the establishment of the 455 route, National Park had no public transportation access. The 463 route is the main east-west cross county bus route. It travels through densely populated areas such as Woodbury, Woodbury Heights, Deptford Township, Washington Township, and Williamstown (Monroe Township).

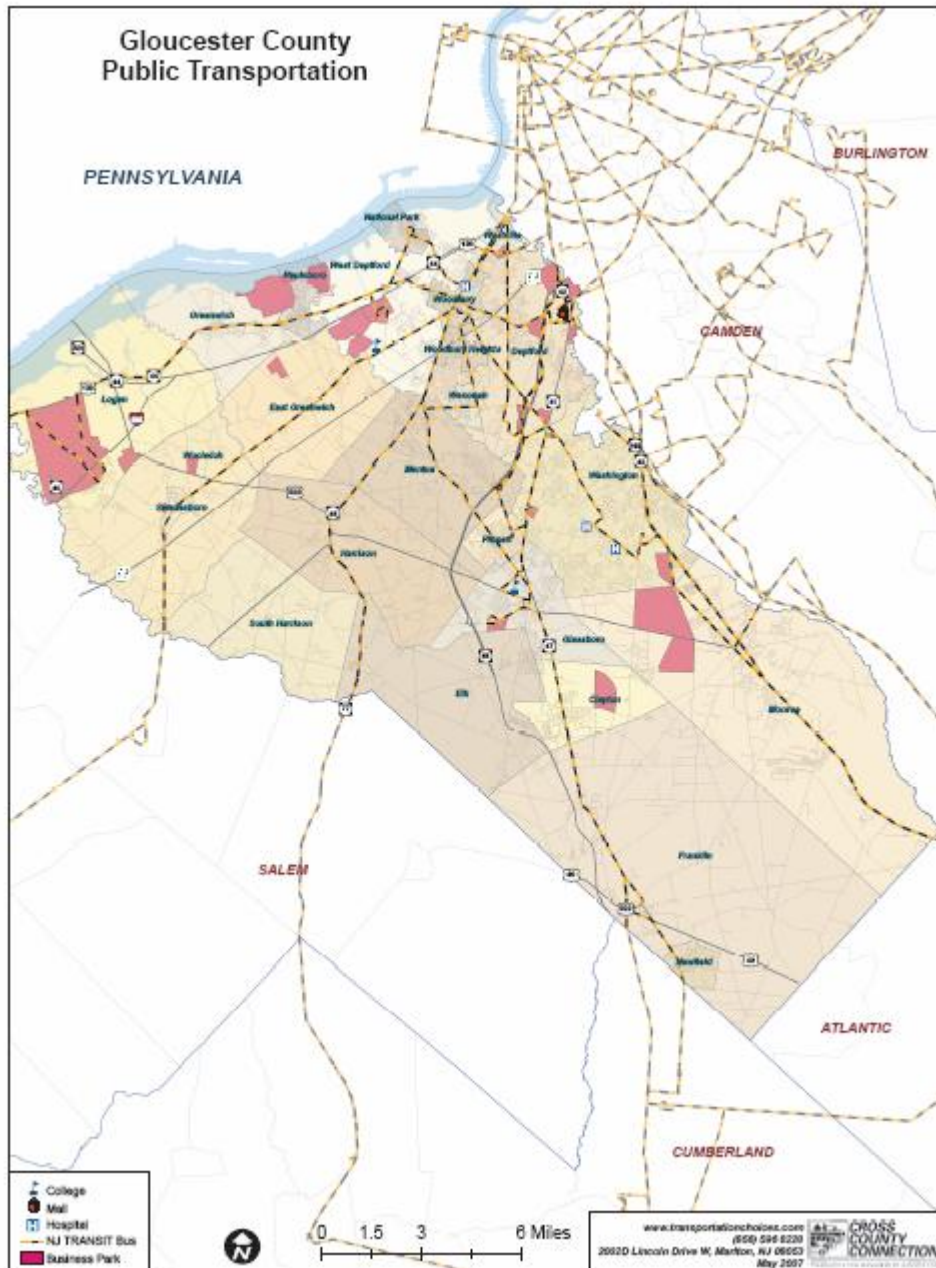
Gloucester County United We Ride Transportation Plan

The lack of mid-day service operated by NJ Transit on a few bus routes continues to hinder the mobility needs of transit dependent residents. The lack of mid-day service and evening transportation on the #402 bus serving the Pureland Industrial Park is particularly restrictive for employees working odd shifts at Pureland. The lack of late evening bus transportation restricts job seekers who wish to work a 3rd shift, or have a need to come home early due to family emergencies or illness occurring while at work. Rural areas of Gloucester County continue to be underserved or unserved by public transportation. The inability of rural residents to access public transportation places limitations on their mobility, and subsequently, their options for employment and recreational endeavors.

According to a recent May 6, 2007 Newark Ledger article, new NJ Transit Chief Richard R. Sarles says “he wants NJ Transit to do a complete audit of its bus routes – something that has not been done in nearly 30 years - in hopes of finding ways to lure new customers to buses and to accommodate existing passengers better”. Mr. Sarles further said in the same article that he “wants to create express bus service into the southern part of the state and increase awareness of the agency’s park-n-ride locations, to highlight transit as an attractive alternative to congested roadways.” Additionally, a newsletter article attributed to the Executive Director stated that “they will focus on improved connections between all modes in the region to ensure that our routes are properly aligned with where our customers live, work, shop and spend their leisure time.”

The Gloucester County UWR steering committee is hopeful that the thoughts expressed by Mr. Sarles will not be lost on Gloucester County and contiguous counties. In the southern part of our state we see more traffic congestion with each passing day with less relative investment in our transit infrastructure, including bus lines that fail to offer proper transfers and much needed mid-day service.

Gloucester County United We Ride Transportation Plan



4.2 Paratransit Services

Gloucester County Division of Transportation Services (DTS)

Gloucester County Division of Transportation Services, under the Department of Human Services, is a transportation service provided by the Gloucester County Board of Chosen Freeholders for senior, rural, low income, and disabled residents of the county. The Division of Transportation Services (DTS) receives federal and state grant funds and county funds specifically for the transport of senior citizens (age 60+), qualified persons with disabilities and Medicaid eligible residents via a contract with the Gloucester County Board of Social Services. In 2006, DTS provided 120,000 rides.

DTS is considered the primary provider of paratransit services in Gloucester County. DTS operates its own fleet of 42 vehicles (twenty of which are lift-equipped). DTS has four (4) private sub-contractors and five (5) agency providers under contract. DTS places most of its staff effort in the provision of non-emergency medical transportation. Approximately 30% of total trips are sub-contracted to private providers, with the majority of trips performed by private operators being reimbursed via Medicaid. The most commonly contracted out trips are weekend dialysis and early and late day weekday trips that extend beyond standard DTS business hours. DTS also contracts with the American Red Cross of Gloucester County to provide dialysis transportation for county residents. DTS occasionally provides transport to various County events and accepts special service requests from social service agencies.

DTS operates five days a week, Monday through Friday, from 7:00 a.m. to 5:00 p.m. Saturday and Sunday DTS service is scheduled from 6:00 a.m. to 9:00 a.m. to drug treatment centers on occasion. Service is provided throughout the day on Saturday by private operators, but is usually limited to dialysis transportation. Service is provided on a curb to curb basis. The DTS service area encompasses all of Gloucester County and most of Camden County, with limited weekday service to Philadelphia and Cumberland County. Trips are provided free of charge but voluntary donations are accepted from passengers to help defray costs. Requests for transportation service to medical appointments must be received at least three days prior to the appointment.

In the category of fixed and subscription type bus service, DTS operates one modified fixed route and four subscription type bus routes throughout Gloucester County. The one modified fixed route service is the rural bus route that runs four days a week, Monday, Tuesday, Wednesday, and Friday. The bus uses a different route on each day, traveling from the rural sections of the county in the west and south to the more populated areas north and east, providing access to the shopping, medical and recreation centers in those towns. DTS also operates four vocational bus routes that provide subscription type transportation for developmentally disabled adults from their homes throughout the County to the Abilities Center of Gloucester County and the St. John of God School. DTS also contracts with a private operator to serve these facilities from the eastern part (i.e. Williamstown) of the county. The private operator of this route is paid with county funds. Both facilities are located on Delsea Drive (Rt. 47) in Deptford Township; both provide vocational counseling and other work related services for their clients. DTS and their private operator currently transport 52 residents to these sites for work activities.

During the past several years, DTS has performed more employment related transportation in response to welfare to work initiatives. This service has included feeder type service, transporting residents from their homes to local bus stops to use NJ Transit bus service. There has also been direct service by taking a person to/from their homes to the job site, and in October 2000, DTS provided modified fixed route service to the Pureland Industrial Park from the municipalities of Deptford Township and City of Woodbury. The Pureland Shuttle was funded with a one year Demonstration Grant. In January 2002, the service was continued through a coordination agreement with the Camden County Improvement Authority (now operated by the South Jersey Transit Authority).

The trend toward having the county service become more of a community transportation provider continues to evolve. No longer are county systems such as DTS being asked solely for medical rides. The varied transit needs of senior citizens, persons with disabilities, rural residents and low-income residents are forcing paratransit systems to integrate funding sources to consolidate and expand the service delivery system. According to DTS staff, service priorities continue to be the same for transit-dependent populations, with the elderly seeking medical rides, the non-elderly physically disabled seeking employment-related rides, mentally and emotionally disabled seeking rides to treatment and medical programs, welfare recipients and working poor seeking employment related rides. The primary change to service needs, according to DTS staff, lies not only in the increased volume of rides requested to service priorities among transit dependent groups but also the number of rides requested among the groups to the secondary and tertiary priorities, such as: food shopping, recreation, socialization and educational opportunities.

NJ Transit Access Link

Access Link is NJ Transit's complementary paratransit service, developed in response to the Americans with Disabilities Act of 1990 (ADA). The ADA required all public transportation systems to provide comparable paratransit service to individuals who are unable to use local bus service as a result of their disability. Access Link is a shared ride, curb to curb transportation service for eligible people with disabilities. Eligibility is determined by NJ Transit following intake by a designated local social service agency (i.e., a County Office for the Disabled). The service area and hours of service are determined by the local bus route network (i.e. service is only available during the times that the local bus route is in service and within $\frac{3}{4}$ miles of that bus route). In Gloucester County there are many areas not served by bus routes, therefore many areas in the county are not within $\frac{3}{4}$ of a mile of any NJ Transit bus route and are ineligible for any Access Link service. However, Gloucester County's Division of Transportation Services is available throughout the county. Gloucester County services to those residing outside of Access Link's service area will be subject to service policies that differ from Access Link.

Access Link trips are limited to pick up and drop off points within $\frac{3}{4}$ of a mile of an eligible (non-commuter) NJT bus route. Access Link is designed to complement service available on local bus routes. As a result, transfers between different carriers may be necessary to bring people into the Access Link service area. Hours of Access Link

service are the same as regularly scheduled local bus service, including weekends and holidays. So, if a bus route that the customer would ride (if they physically capable) operates on Sundays from 10am-6pm, then Access Link (as a shadow paratransit service) is available on Sundays from 10am-6pm.

The fare for Access Link service is the same as the fare that would be charged if the customer rode the bus. NJ Transit has a zone based fare system for its regular bus service. Consequently, the fare depends on how far a customer is traveling. Customers pay the exact fare upon boarding the vehicle.

NJ Transit provides Access Link service statewide, matching their statewide bus network. They have a statewide call center for trip reservations, cancellations, trip status, customer service and certification. NJ Transit staff utilizes a computerized scheduling system to prepare preliminary schedules. Final schedule adjustments are made by the five (5) contracted service providers. NJ Transit's computer system also supports customer certification, data communications to vehicles, vehicle tracking for same day service monitoring, statistical data gathering and for logging customer service issues.

Access Link service is organized into 5 service regions. Gloucester County is part of region 2, which includes Burlington, Camden, Gloucester and Salem counties. NJ Transit hires service providers to deliver the Access Link service through a competitive contracting process. Region 2 is currently operated by Laidlaw Transit Services.

To use Access Link, customers must apply in advance. Each customer must attend a pre-scheduled, in-person assessment. Once approved, customers call Access Link toll free to make a reservation for service. Customers call 1-14 days in advance to schedule a ride. Customers specify their requested pick-up time. Access Link will schedule service within one hour of the requested time. They will pick-up riders within 20 minutes of the time that they have scheduled.

Many customers have consistent travel needs. Service for these customers is pre-scheduled and is called "subscription" service. Subscription service accounts for over 60% of Access Link's total service in Region 2.

In calendar year 2006, Access Link provided nearly 50,000 one way passenger trips in Gloucester County. Gloucester County represents 27% of regional one way trips in Region 2. The peak vehicle utilization is in the morning hours between 6:30am and 10am and again in the afternoon between the hours of 2pm and 6pm.

Access Link drivers will assist riders in going to/from their seat and to/from the curb. Drivers do not provide riders with assistance to/from the customer's door. This is a distinct difference between Access Link and some county and municipal services. Access Link does not deny trips and does not prioritize trips based upon trip purpose, in accordance with ADA regulations. In comparison, Gloucester County DTS prioritizes trips according to trip purpose and provides limited service options for lower priority and/or costly trips that are outside of capacity constraints.

Municipal Services

Fifteen (15) municipalities throughout Gloucester County provide a modified form of fixed-route transportation service. These services are oriented to senior citizens and available to persons with disabilities that live in their particular community. In some cases, the services may be limited to these users, rather than being available to the general public.

These services usually run three to five days a week. Typically, the routes are flexible and varied on alternating days and weeks to accommodate different destinations on the route. The municipal buses collectively provide over 100,000 rides per year. The services operate independent of each other, with no formal coordination agreements or centralized dispatching. Municipalities providing community bus service include:

- ◆ Clayton
- ◆ Deptford
- ◆ Franklin Township
- ◆ Glassboro
- ◆ Logan Township
- ◆ Mantua Township
- ◆ Monroe Township
- ◆ Paulsboro
- ◆ Pitman
- ◆ Washington Township
- ◆ West Deptford
- ◆ Westville
- ◆ Woodbury
- ◆ Woodbury Heights
- ◆ Wenonah

The steering committee found that the municipal bus service is administered in various ways by the respective municipalities. Washington Township, which operates a shopping bus and medical bus for its residents, is administered through its Parks and Recreation Department. The buses operate under close supervision from Parks and Recreation staff. Residents have a publicized phone number to call and service is provided under established policies and guidelines. Other municipalities operating their own shuttle buses were found to have less structured administrative control which impacts their ability to provide uninterrupted, effective service. Furthermore, a review of the municipal bus systems found that municipalities, with exception of Wenonah and Woodbury Heights combining to provide shared service for their residents, operate independently of one another with no formal coordination agreement in place.

Private, Non-profit Human Service Agencies

The Gloucester County Transportation Steering Committee identified 34 organizations that are classified as private, non-profit human service agencies. Of the 34, only nine returned surveys. This is a broad category which includes faith-based organizations and

private companies that assist primarily the elderly and disabled populations. Typically, these types of operations are small with regard to the transportation service they provide. They usually have few vehicles with part time or volunteer drivers and limited operating hours for transportation.

Six of the private human service organizations surveyed work with the disabled, providing transportation to and from employment training centers (see Figure 2). They normally operate workdays from morning through early evening; the only exception being Shirley Eaves Development Therapeutic Center, which is open 24 hours on the weekends.

The Arc of Gloucester County offers transportation to various human services locations in Gloucester and Camden Counties. Arc transports low income and disabled populations to and from employment sites for training. They operate using their own vehicles and also by contracting service through a private transportation company. Transportation is offered Monday through Friday 7:00am to 5:00pm with Saturday and Sunday hours as well (see Figure 2).

The AIDS coalition of Southern New Jersey and the Dooley House both assist people living with HIV/AIDS by providing transportation mainly to medical appointments, but the AIDS Coalition also provides transportation to employment training sites. Even though Dooley House is in operation 24 hours 7 days per week, transportation service is available Monday through Friday from 8:00am to 5:00pm, which is commonly observed amongst the private organizations surveyed in other counties.

The Wounded Healer is an organization that provides transportation primarily to those in need of drug or alcohol abuse counseling and helps low income populations get to medical appointments. Their transportation service operates Monday through Friday about 5:00am and continues to 5:30pm. Service is provided to locations within the limits of Gloucester and Camden Counties.

Coordination between private, non-profit human service agencies could be greatly beneficial for all parties involved. Vehicle sharing (especially of backup vehicles) could reduce operating costs and provide for expanded hours of operation. Some of the caveats to this type of coordination, though, are the insurance and liability issues with vehicle sharing.

Gloucester County United We Ride Transportation Plan

Figure 2: Gloucester County
Private, Non-Profit Human Service Agency
Transportation Providers

Agency Name:	Description of Services Provided:	Primary Population(s) Served	Trans Service Hours	Primary trip Purpose	Primary Service Area	# of Vehicles
Abilities Center of Southern NJ, Inc	Trans. to/from Training Center	Youth disabled 14+	Mon-Fri 8am-4pm	Trans. to and from center only	Gloucester and Camden	Unknown; contracted service
AIDS Coalition of Southern New Jersey	Trans. for Medical Visits and Employment training	HIV/AIDS	Mon-Fri 9am-4pm	Health/Medical	County limits and occasional trips into Philadelphia	Unknown
Arc of Gloucester County	Trans. to Program Centers	Low Income; Disabled	Mon-Fri 7am-5pm Sat 8:30am-4pm Sun 9am-12noon	Employment	All of Gloucester and parts of Camden	6 Minibuses; 35 Vans; 2 Cars; 2 Minivans
Dooley House, Inc	24/7 residential facility for children, transportation	Youth ages 0-12; HIV/AIDS	Mon-Fri 5am-8pm	Health/Medical	Burlington, Camden, Gloucester and Salem	1 Minibus; 5 Minivans; 1 Van; 2 Cars
Easter Seals NJ	Trans. to Rehabilitation; Employment training	Disabled	Mon-Fri 6:30am-3:30pm	Education/Training; Employment	Cumberland and Gloucester	2 Minibuses (contracted)
HollyDELL School	Trans. to School & Adult Daycare	Disabled	Mon-Fri 8am-4pm	School/Adult Daycare	Gloucester, Camden, Burlington, Salem, Cumberland, and Atlantic	1 Bus; 5 Vans; 3 Cars
Shirley Eves Development Therapeutic Center Inc	Trans. for Therapy and Respiratory care services	Disabled	Mon-Fri 8am-6pm Sat, Sun 24 Hours	Health/Medical	Cumberland, Gloucester and Salem	1 Minivan; 1 Car
St. John of God Community Services	Trans. to Social Services	Low Income; Disabled	Mon-Fri 7am-4pm	Social Services	Gloucester, Camden, Burlington, Salem	1 Van; 3 Cars
The Wounded Healer	Transportation; Drug and Alcohol abuse counseling	Youth ages: 13-17; Low Income; Substance Abusers	Mon, Wed, Fri 4:30am-5:30pm Tues, Thurs 5:30am-5:30pm	Health/Medical	Gloucester and Camden	2 Vans; 1 Minivan; 3 Cars

Private Transportation Organizations

Also responding to the survey in Gloucester County were four private transportation agencies and SJTA, a public agency providing regional transportation. DCJ Transportation, McGough Bus, and Walt's Bus Service all contract with school districts. They are large operations with fleets of vehicles that serve school districts in Gloucester and surrounding counties. The hours of operation for these services are concentrated in the morning and mid-afternoon to accommodate school schedules. Most of the school vehicles are idle during the remainder of the day and evening.

Pearl Transit Corporation is a non-profit transportation organization that works mainly with disabled and unemployed persons providing trips to employment centers. Unlike most organizations responding to the survey, Pearl Transit operates 6:00am to 12:00am 7 days per week. These extended hours of service enable people to work second shift and third shift weekend hours. Pearl also helps their clients with transportation to day care centers.

As the table (Figure 3) shows SJTA provides transportation to the general public as well as specialized populations and makes trips throughout southern New Jersey and Philadelphia. SJTA provides a wide range of trips to many destinations including work sites and social services locations. SJTA is currently providing transportation services to the Pureland Industrial Park in Gloucester County. This service brings Camden City and Gloucester County residents to employment opportunities in Pureland, as well as other business parks within the I-295 corridor. SJTA is able to provide a flexible demand responsive service that serves first, second and third shift needs.

Figure 3: Gloucester County
Transportation Organizations

Organization Name:	Description of Services Provided:	Primary Population(s) Served	Primary Service Area	Transportation Service Hours	Primary trip Purpose	# of Vehicles
DCJ Transportation, LLC (for-profit)	School Bus	Youth 5 yrs-18 yrs	Camden, Gloucester	Mon-Fri 7am-5pm	Other	Unknown
Mc Gough Bus (for-profit)	School Bus	Youth ages; K-12; Cognitive Disabilities	Burlington, Camden, Gloucester, Salem	Mon-Fri 6am-5pm	Recreation	Fleet of Minibuses
Pearl Transit Corp. (non-profit)	Employment Transportation	Unemployed; Disabled	Salem, Cumberland, Gloucester	7 Days 6am-12am	Employment	2 Minivans
South Jersey Transportation Authority (non-profit)	Transportation	General Public; Specialized Populations	Burlington, Camden, Gloucester, Salem, Cumberland, Cape May,	24/7	Employment; Social Services	22
Walt's Bus Service, Inc (for-profit)	School Bus	Youth 3 to 21 years; Cognitive Disabilities	Camden, Cumberland, Gloucester, Salem	N/A	N/A	Unknown

Other Social Service Agency Transportation Providers

The research conducted identified seven other providers of demand responsive transportation services in Gloucester County. These services are oriented to the needs of agency clients. The following list of providers was compiled from responses to a survey. It is not a comprehensive list of every available provider, but those who responded to the inquiry. The social service agency providers identified include the following:

- ◆ *American Red Cross*, Woodbury - Four vehicles and volunteer drivers provide medical and blood supply transportation to all of South Jersey and Philadelphia.
- ◆ *Senior Care*, Turnersville - Assisted Living Center and provider of Adult Day Care. Provides medical, shopping and recreational transportation, evenings Monday-Friday, 8am - 6pm and Saturday 9 am-2pm. Facility has four 14 passenger vehicles.
- ◆ *St. John of God Community Services*, Deptford - Provides recreational and school related transportation only throughout the year.
- ◆ *Guardian Adult Medical Day Care*, Glassboro - Provides transportation Monday - Friday, 9am - 3pm. Agency uses 8 vehicles to provide medical, shopping and recreational transportation. Vehicles restricted to agency use only.

Federal Transit Administration Funded Transportation

Section 5310 Providers

Gloucester County currently has three (3) recipients of Federal Transit Administration

Gloucester County United We Ride Transportation Plan

(FTA) Section 5310 vehicles. The three providers are:

- (a) Gloucester County Division of Transportation Services (DTS)
- (b) Guardian Adult Medical Day Care
- (c) Gloucester County ARC

- (a) Gloucester County DTS

DTS currently operates eight (8) Section 5310 vehicles within their 43 vehicle fleet. These vehicles provide transportation services to senior citizens, people with disabilities and low-income residents. These vehicles have been used as part of the Philadelphia Hospital Coordination agreement with sister counties Cumberland and Camden counties.

- (b) Guardian Adult Day Care

This agency provides agency specific transportation for residents requiring transportation to adult day care facilities. According to NJ Transit, this agency operates two (2) FTA Section 5310 vehicles as part of their adult day care service. This agency has not yet been involved with the United We Ride planning process.

- (c) Gloucester County ARC

Gloucester County ARC is a major provider of transportation in Gloucester County to moderately and severely disabled adults. This agency currently provides agency specific transportation, however, their transportation staff has been engaged in the UWR planning process. Gloucester County ARC is interested in developing coordination strategies to more effectively serve their population and help other area providers with their transportation needs.

St. John of God School in Westville, New Jersey has recently been awarded FTA Section 5310 vehicles and has applied for additional vehicles under the combined FY'2007/2008 grant years. This school has a work program for disabled adults.

JARC/TANF Transportation

Gloucester County has relied upon extensive coordination with area providers to offer work related transportation with Federal Transit Administration (FTA) Job Access and Reverse Commute (JARC) grant funds. Gloucester County DTS has an annual agreement with the South Jersey Transit Authority (SJTA) to provide modified fixed route shuttle bus service to the Pureland Industrial Park. This service is funded with a combination of JARC funds, TANF funds (made available through the Gloucester County Division of Social Services) and county funds. In addition, DTS maintains agreements with two faith based providers and several private transportation providers to transport people with disabilities to work and/or job training. DTS drivers also provide JARC related transport via county vehicles. In the 1st half of 2008 DTS and its providers under contract reported a total of 6295 rides under the JARC Grant Program funds.

Section 5311

Gloucester County has a large rural area in the western portion of the county and pockets of rural areas in the southern portion of this 329 square mile county. Gloucester County DTS is the sole provider of transportation under FTA Section 5311 funding. Rural service consists of a three day per week modified bus route service along with weekday subscription service and demand response service. Service provided with Section 5311 funds is critical in a county such as Gloucester County due to limited public transportation options in the rural areas. The municipality of South Harrison has no public transportation while other rural areas are offered only limited public bus service. There is no passenger rail service in any area of Gloucester County at present.

Subscription and demand response service offers rural residents the opportunity to access medical facilities as well as work related opportunities. Trips are also provided for personal business and grocery shopping needs.

With a large number of housing developments built in the past 15 years in the rural western portion of Gloucester County, the population has grown significantly in areas that were predominantly farm communities. This growth has not been met with additional transit resources. Dependence upon the automobile is imperative for many of the newer rural residents do not have traditional transit options. Gloucester County DTS has utilized Section 5311 funds to help many older residents who no longer drive and people with disabilities that are unable to drive an automobile.

Faith Based Organizations

In 2001, by Executive Order, President George W. Bush established the new White House Office of Faith-Based and Community Initiatives (OFBCI). The OFBCI gave the Federal Government a new role as supporter, enabler, catalyst and collaborator with faith-based organizations. The new office was given the mission of helping religious and community groups obtain federal dollars to fund social service work.

Under this new legislation, transportation to people in need was one of the eligible categories for federal dollars. Two Gloucester County churches along with a faith-based agency have taken the lead in this initiative by offering transportation services. The two churches are, 2nd Baptist Church in Paulsboro, NJ (Paulsboro CDC), and St. Matthews Church in Williamstown, NJ. The agency is South Jersey Creative Wellness located in Pitman, NJ. South Jersey Creative Wellness has three vehicles, and along with Paulsboro CDC, currently has a contract with the Gloucester County Division of Transportation Services (DTS) to perform medical-related transportation services for the County of Gloucester.

Transit Infrastructure in Gloucester County

Gloucester County's current transit infrastructure is insufficient to support service expansion and coordination opportunities. Gloucester County currently has no passenger rail service, only one small park-n-ride lot with 20 parking spaces and no transit terminal

to serve as a hub for bus transit coordination. Compare this transit infrastructure with Gloucester County's neighbor – Camden County. Camden County has passenger rail service with PATCO service, the River Line and the Atlantic City Rail Line. Furthermore, the Avandale Park-n-Ride facility is a large, quality park-n-ride lot located in Sicklerville, NJ. The lot is lighted, well advertised, has bus shelters and lies in an excellent location along the Atlantic City Expressway. In addition, the City of Camden has a the Rand Bus Terminal that serves as a bus hub for most NJ Transit bus routes operating from Philadelphia into Camden, Gloucester, Cumberland and Salem counties.

The lack of transit terminal in the Woodbury area of Gloucester County restricts the ability of NJ Transit bus service to operate more efficiently. The failure to develop a park-n-ride lot along Route 42 in Washington Township (despite over 20 years of study), has allowed traffic congestion along the Route 42 corridor to grow unabated for the past two decades. The on-going discussions over the past 20 years to provide passenger rail service through Gloucester County has resulted in nothing more than on-going discussions to date. Despite recent optimism that the DRPA is considering extension of the hi-speed line into Gloucester County, the failure to bring any type of passenger rail service into Gloucester County has resulted in continued reliance on the automobile to access needed services. The lack of passenger rail service has extensive adverse externalities such as increased traffic congestion, increased air pollution, traffic fatalities due to highway overcrowding and potential loss of economic opportunities by residents and businesses alike. There are also a limited number of NJ Transit ticket agencies in Gloucester County which inhibits use of public transportation due to the inability to use bus service at a discounted cost.

The recommendations section of this report provides further detail on the importance of strengthening Gloucester County's transportation infrastructure to better serve the human services transportation network.

5.0 Recommendations and Priorities for Implementation

The United We Ride stakeholder self-assessment process highlighted several shortcomings in the current human services transportation delivery system (summary of self-assessment results – Appendix A). The overall comments included needs such as: (1) more coordination between NJ Transit, county services and municipal bus services, (2) greater connection to political decision making to ensure that important transit projects are pursued, (3) transit information distribution is fragmented and not always available to agencies and residents, (4) employment transportation is insufficient due to limited public transportation and lack of county resources, and (5) technology needs to play a larger part in service coordination and providing information to providers, agency representatives and the general public.

The Gloucester County 2002 Community Transportation Plan Executive Summary listed 12 initiatives to pursue to strengthen the transportation network within Gloucester County. The 12 initiatives were: (1) Woodbury Transit Terminal, (2) Passenger Rail

Service, (3) Park-n-Ride, (4) Improve Access to Pureland Industrial Park, (5) Establish Additional NJ Transit Ticket Agencies, (6) Hold NJ Transit Education Programs, (7) Expand Cross-County Bus Service to/from Avandale Park-n-Ride, (8) Coordination of County Paratransit and Access Link, (9) Ferry Service in West Deptford Township, (10) Welfare to Work/Working Poor Transportation Expansion, (11) Transit Information Distribution, Education, Promotion and Website and (12) Youth Transportation. Unfortunately, it had been 5 years later and the only initiative listed within the 2002 Plan that has seen some limited improvement is the expansion of service to the Pureland Industrial Park. Many of the initiatives listed in the 2002 Transportation Plan are again listed here under “Recommendations and Priorities for Implementation” since they are still relevant.

SHORT RANGE OBJECTIVES (3-18 month time frame for implementation)

Improve Access to the Pureland Industrial Complex

The Pureland Industrial Complex is located adjacent to Interstate 295 in Logan Township, in southwestern Gloucester County. Pureland is home to over 100 employers, including several companies with 100 or more employees. By auto, the complex is easily accessible from either I-295 or U.S. Route 130. For those without access to personal transportation, Pureland is served by the NJ Transit Route 402 bus, which runs from Pennsville to Philadelphia, passing through the Gloucester County communities of Beckett, Gibbstown, Paulsboro, Woodbury and Westville. Recently, another large industrial park, Northeast Industrial Park, has located adjacent to Pureland along Center Square Road. More recently, the NJ Transit bus route #402 was revised in June 2002 to better serve Salem County residents working in Pureland Industrial Park.

The 402 runs six northbound and seven southbound weekday trips to the Pureland area with limited service on Saturdays and on Sundays. The current schedule is based on arriving and departing Center City Philadelphia during typical commuting hours, not the diverse work schedules at an industrial park such as Pureland which is the largest in New Jersey. Therefore, NJ Transit bus service is not suitable for employees on the many different shifts used by the companies at Pureland.

The 13.5% unemployment rate in the Borough of Paulsboro which is in close proximity to the Pureland Industrial Park must be an immediate area of concern for local, county and state planners. While transportation is not the only answer to solving the high rate of unemployment in Paulsboro, it is clear that every effort must be made to eliminate transportation as a barrier for potential employees residing in this municipality. The bullet points listed below are intended to outline transit improvements for all county residents; however, the last two bullet points are particularly relevant to unemployed or underemployed residents in the Borough of Paulsboro.

The UWR steering committee identified a number of possible improvements to better serve the Pureland Industrial Park:

- ❖ County job developers need to be hired to (1) work with all employers, particularly Industrial Park employers located along Route 295 to encourage

Gloucester County United We Ride Transportation Plan

employer sponsored transportation solutions, and (2) be the conduit between employer needs and transportation solutions.

- ❖ Alter the existing #402 schedule to improve service to the Pureland site, especially northbound during the afternoon peak commuter hours.
- ❖ Extend the existing NJ Transit #455 route to Pureland to help fill the gaps in service, especially in the afternoon.
- ❖ Coordinate and expand service, particularly from the Paulsboro area to the industrial parks by working with the South Jersey Transit Authority to augment existing service to travel through Paulsboro.
- ❖ Coordinate service with private operators and/or faith-based providers to provide off-peak service for employees working odd shifts and strengthen the guaranteed ride home program for employees who may have child care and/or family needs during work hours.

With the Gloucester County DTS having service agreements in place with the South Jersey Transit Authority (SJTA) and several faith based providers to provide employment related transportation, the only recognized barrier at this time for increased service to the Pureland Industrial Park and other Route 295 corridor industrial parks is money.

Additional JARC money or other funding could be used to augment existing NJ Transit #402 bus service to Pureland. In the event that NJ Transit is unable to increase current service levels with federal and state mass transportation dollars. Gloucester County staff has discussed the idea of providing additional service to Paulsboro with the existing SJTA bus routes. This could be accomplished at minimal and/or no additional cost. However, the need to serve odd work shifts with expanded demand response service to these industrial parks for potential employees throughout Gloucester County would require a significant increase in funding levels. The cost for this additional service could be well over \$100,000 on an annual basis.

Gloucester County is working with the South Jersey Transit Authority (SJTA) and Cross County Connection to improve access to employment opportunities to the Pureland Industrial Park. In 2008, SJTA expanded service to include transportation for all 3 work shifts at the Park. In addition, SJTA agreed to follow the recommendation of Gloucester County staff to offer service to the Park from the municipalities of Paulsboro and Gibbstown on the second and third shifts. Cross County Connection was asked to produce a new Pureland bus schedule to reflect this additional service. The schedule was developed with comment from SJTA and Gloucester County. The new schedule is being distributed as of December 2008. The Gloucester County Office of Economic Development and the Paulsboro Community Development Center (CDC), a faith based organization under contract to Gloucester County, have agreed to assist with the distribution of the new brochures.

Gloucester County has also discussed various ideas with Paulsboro CDC to improve

transportation to the Pureland Industrial Park through the use of their vans as a shuttle service. Paulsboro CDC is interested and willing to assist with additional service if funding could be made available. Their services could be extremely beneficial with odd shift hours at the Park as well as helping workers who may have to leave work early due to illness and/or child care issues. Paulsboro CDC and Gloucester County have also discussed the concept of a transit hub or terminal at the old Acme Supermarket site along Broad Street. This site would offer an area to shuttle workers to/from work from various transit providers including but not limited to NJ Transit bus service, Access Link service, County Transportation and other non-profit providers.

Strengthen/Expand County DTS Program

Throughout this planning process, there were several areas suggested for improvements that could be achieved by strengthening the planning and administrative functions of the Gloucester County Division of Transportation Services (DTS). The DTS program is currently the primary provider of elderly and disabled transportation in Gloucester County. However, with opportunities to coordinate services to achieve service efficiencies and provide more rides for transit dependent residents, it is important to have the staffing capabilities to fully explore and develop these opportunities. Currently DTS has a Transportation Coordinator, a Dispatcher, five schedulers and 32 drivers (full and part-time). The current workload is such that administrative functions such as route planning, coordinating with other providers and connecting with the political process to realize service improvements are not being performed on a consistent basis. The self-assessment process identified the need to improve the connection between service initiatives and political decision makers. The fact that the 12 initiatives outlined in the 2002 Transportation Plan were not implemented suggests that strategies need to be developed to realize service improvements.

The Gloucester County UWR self-assessment indicated a disconnect between political decision making and the ability to promote transit initiatives. The county's DTS program would be well-served with the addition of a staff position that focused upon transit planning and government relations. This person would be responsible for pursuing recommendations made within this document by communicating the advantages of greater coordination and cooperation to representatives of various agencies as well as political decision makers. This staff person would also be required to travel to meetings in Newark, Trenton, Philadelphia, Camden and Washington DC to present concepts for better human services transportation and to seek necessary funding to implement initiatives of importance.

Another area of coordination that should be pursued by DTS with more administrative staff is operations and technology sharing with Access Link. Both Access Link and DTS are operating demand-responsive service to persons with disabilities in Gloucester County. There are operational differences that need to be addressed for proper coordination, and this is where additional DTS staff could provide the time to work with Access Link staff to overcome barriers to coordinated service. In addition, DTS is interested in sharing the GPS technology that is currently being utilized by Access Link. DTS sees GPS and computer technology procured by Access Link several years ago as assets that can and should be shared with counties and local providers where possible.

By adding additional staff to perform planning functions pursue technology enhancements and promote government relations, it is hoped that barriers such as staff time to work on new initiatives and additional funding needs would be addressed. An effective staff expansion to the current DTS organizational structure would address coordination recommendations contained in this document as well as seek additional funding to expand services to personal business, employment and recreation/socialization endeavors for transit dependent residents.

Persons with Disabilities to Sheltered Workshops

In Gloucester County, transportation to sheltered workshops is provided by four primary providers of service; namely, NJ Transit fixed-route services, Access Link bus services (operated by NJ Transit), County paratransit provider, DTS and the Gloucester County Association for Retarded Citizens. As shown in Appendix C, maps of sheltered workshop transportation, these providers are all providing transport to a similar population to a common area from all over Gloucester County. There is obvious duplication of service taking place. Beyond the map information, one can observe transportation to the Abilities Center sheltered workshop facility in Deptford on any given weekday morning at approximately 8:30 a.m. and see developmentally disabled young adults arrive at this location by at least four modes of transportation.

The attached map provides insight into the level of service duplication that is occurring for people attending the Abilities Center sheltered workshop as well as the Crew Labor and adult program at St. John of God School sheltered workshops that are within a quarter mile of each other. The UWR steering committee recommends that at least three services (Access Link, Gloucester County DTS and Gloucester County ARC) should work in formal cooperation/coordination with one another to provide transportation to these three work sites.

Gloucester County DTS has spoken to Access Link staff in the past and more recently to staff of the Gloucester County ARC regarding service coordination to the sheltered workshops identified in Deptford Township. Potential service coordination barriers identified in discussions with Access Link were charging fares vs. fare free service, reporting requirements, driver training differences, passenger eligibility requirements and ensuring that ADA paratransit requirements are not compromised. Discussions with Gloucester County ARC staff had seemingly less barriers; however, differences in driver training requirements were identified as a potential issue.

It was agreed during past discussions with both Access Link and ARC that successful coordination would result in service efficiencies and reduced operational costs. There would also be qualitative benefits to riders since vehicles would operate in a smaller geographic region which would reduce passenger riding times. The only additional costs identified with sheltered workshop transportation coordination was the initial staff time required to develop a coordination agreement and the potential for increased driver training costs to ensure that agreed upon, standardized driver training occurred amongst the various providers.

Progress has been made in 2008 on this recommendation. The Delaware Valley Regional Planning Commission (DVRPC) has agreed to address this recommendation as a 2009 work project. DVRPC staff developed a draft project outline in late 2008. Staff also met with members of the Gloucester County UWR steering committee to discuss the project and is looking to include the three identified, major service providers under this UWR recommendation. Issues such as fares, operational policies, passenger policies and other service issues amongst the three providers will be examined by DVRPC. The project will also look at travel patterns of residents working at sheltered workshops to ultimately provide a recommendation for coordination and implementation.

Transit Information Dissemination in Gloucester County

Agency representatives and consumers alike involved in the UWR self-assessment process expressed concerns about how transit information is distributed throughout Gloucester County. According to feedback from stakeholders, many people seeking transit services are uncertain on where to find information regarding services provided by various agencies. Suggestions were made to develop a resource guide that would be well distributed throughout the community with comprehensive information regarding the availability of regional bus services, county services, agency services and other providers of human services transportation. Ideally the resource guide would be available from a central site and the distribution of the guide would be documented to ensure that updates could be delivered to selected sites.

The self-assessment process also revealed that many people who are stakeholders in the area of human services transportation were unaware of the #211 hotline for social services information. A majority of the participants never heard of the #211 and saw this as a public relations deficiency in the human services delivery system. Suggestions were made to start a countywide and statewide campaign to inform the public about this service. Furthermore, participants expressed concern that the people who answer the #211 have quality information to share with people who call the number following a campaign to advertise the benefits of the #211 telephone hotline.

The use of technology, specifically, the development of a web site to provide information on transit services in Gloucester County and the surrounding region would benefit residents and promote transit use. As more senior citizens and persons with disabilities along with the general public have access to personal computers, it makes sense to have transit information available in a website format. Gloucester County currently has a website partitioned into information by county department. The Department of Human Services site has transit information; however, the casual visitor to the website may be unsure where to find transit related information. A well publicized transit website with links to NJ Transit, social service agencies, county services, Access Link and municipal websites is needed. In addition, every effort should be made to reach those without access to a computer by establishing a 1-800 number manned by competent people who are able to provide comprehensive transit information to callers.

INTERMEDIATE RANGE OBJECTIVES (18 months- 3 years for implementation)

Coordinate/Improve Municipal Bus Services

As discussed in this report, most municipalities in Gloucester County provide modified fixed route transportation service for their residents. The Committee recommends that these services be included as part of the County's coordinated transportation system. Local considerations will have to be overcome to permit municipal operators to participate in a comprehensive, coordinated service system. A more coordinated, centralized administration of municipal services will prevent service overlap and allow for vehicle sharing and system wide driver training programs to be implemented. There are many municipalities that operate service in a manner that promotes ridership and provides for many of the personal and recreational needs of their elderly residents. However, as discovered through the UWR steering committee process, some municipalities are unable to provide uninterrupted service when their bus has a maintenance issue, can not provide quality schedule information over the telephone and are not able to place consistent priority on delivering transit services to their residents.

The major barrier to coordination of municipal bus service may be turf issues since many residents see their municipal bus as a "town" bus. Service is geared toward senior citizens with service to nutrition sites, food shopping and recreation. DTS staff has not previously tried to coordinate service between municipalities, and is therefore unsure of all potential barriers; however, county staff does recognize the importance of having residents of municipalities feel that they have ownership in the operation of bus service funded by their municipality.

NJ Transit Bus Coordination Opportunities

The steering committee identified several areas for better NJ Transit bus service connections and/or service expansion absent of a transit terminal in Woodbury. In addition to expanded #402 bus service to the Pureland Industrial Park, below is a summary of service adjustments to existing NJ Transit bus service recommended by the steering committee:

#412 Saturday service adjustments add a second bus so there is a bus traveling in each direction.

Sunday bus service should duplicate the Saturday timetable.

Extend bus service on the #412 bus from Hollydell to Deptford Mall.

Bus #463 add weekend service and one additional trip in am and pm rush hours during week for better service.

Bus #410 add an additional trip in am and pm rush hours for better service.

These service improvements could be accomplished within the next few years at a relatively low cost when considering the cost of adding new bus routes. However, the steering committee sees the preferred option of a blending of bus service expansion,

particularly the #402 bus and off hour expansion, with a transit terminal being constructed in the Woodbury area.

Establish Additional NJ Transit Ticket Agencies

NJ Transit offers pre-paid fares for its regular riders as both a discount and a convenience from paying the full cash fare for each trip. This includes unlimited ride monthly passes and tickets. These fare media are sold at a variety of outlets (NJ Transit facilities and private vendors) as well as through the mail.

There are over 100 locations where the public can purchase NJ Transit tickets and passes throughout New Jersey. Gloucester County has only two. These are: Gloucester County College, and the NJ Transit Washington Township Bus Garage. Neither of these sites are very convenient for the average bus rider. The College location primarily serves students and staff at the college and the bus garage is a difficult site to access. Passes also can be purchased by mail, but that process takes several days and requires the purchaser to send a check as payment, which may not be readily available for low income individuals who may not have a checking account.

Gloucester County and NJ Transit have invested significant effort in encouraging WFNJ participants and other county residents to ride the bus and do so with a monthly pass or tickets. WFNJ participants receive a pass through the Work Pass Program and become accustomed to this method of fare payment. However, once they enter the work force and are no longer eligible for Work Pass, they have limited opportunities to continue to purchase a pass and remain a committed bus rider.

The WFNJ brought this lack of ticket agencies to the attention of NJ Transit and offered suggestions of candidate locations for new ticket agencies, including area banks and a local supermarket chain. The Committee also made contact with local Shop Rite supermarkets to explore their interest in serving as ticket outlets and passed this information on to NJ Transit staff. In spite of these efforts no new ticket outlets have been added in Gloucester County. NJ Transit officials are encouraged to redouble their efforts to secure more ticket agencies in Gloucester County, particularly in the Woodbury and Williamstown areas.

LONG RANGE OBJECTIVES (3-7 years for implementation)

Transit Terminal

Gloucester County has limited public transportation operating within its boundaries. As noted earlier, eleven regular bus routes are operated by NJ Transit through Gloucester County. Of these eleven routes, several offer very limited service through Gloucester County and most only offer service along major corridors north-south service from Philadelphia and Camden. The two bus routes acting as the exception are the #463 and #455 which offer east-west service options. While service between the county seat, the City of Woodbury, and Camden/Philadelphia is good, service for riders coming into Woodbury from the east, west and south and transferring onto other routes, east, west or

southbound are for the most part poor, requiring an hour or more wait between connecting routes.

The ideal way to address the problems with inefficient transfers and limited public transportation is to coordinate arrival times in Woodbury of all bus routes serving the City. For this to be feasible, it is necessary to have a Transit Terminal in Woodbury to accommodate all the bus routes arriving and departing in a simultaneous manner. The Terminal could also be established in the Borough of Westville since this municipality enjoys extensive NJ Transit fixed route bus service. Westville sits between the City of Woodbury and Camden. A Transit Terminal would act as the hub of transit-related activity in Gloucester County. Fixed route service as well as paratransit service would be received and generated from this facility. The operator of the site could have shared space agreements with Access Link, social service agencies, municipal operators, NJ Transit, DTS and possibly private transportation providers. Economies of scale would be realized in vehicle operations and technology sharing. The Terminal would need to be secure and offer passengers the basic amenities of shelter, rest rooms, telephone, etc. The Transit Terminal would act as the clearinghouse for all transit information needs, and be an established NJ Transit ticket agent.

The Transit Terminal concept is important since the basic infrastructure of a multi-modal, coordinated public transportation system within Gloucester County does not exist. There is no passenger rail service. There are no official park and ride facilities. There are few bus shelters and few bus stop signs along established bus routes. There are only two NJ Transit ticket agent sites in Gloucester County, each with limited hours and/or limited passenger accessibility. The Terminal would provide a centralized site needed in Gloucester County to sell bus passes, distribute transit information and be the hub for coordinating both fixed route and paratransit services. The terminal could also attract features such as pedestrian amenities, lighting, street furniture, plaza area, signage, trees and possibly spurn additional business development. If a large enough site could be found in Woodbury or Westville park and ride amenities could also be made available as part of the Transit Terminal (see Appendix B – conceptual drawings of small transit terminals).

Another area for possible consideration to establish a Transit Terminal is in the Borough of Paulsboro. The establishment of a Transit Terminal in Paulsboro could be of great benefit to this municipality since it has the highest unemployment rate in Gloucester County.

The Borough of Paulsboro is currently served by NJ Transit buses #402 and #455. In addition, the South Jersey Transit Administration (SJTA) operates a bus partially funded by Gloucester County through Paulsboro for service to the Pureland Industrial park in Logan Township. Gloucester County staff sees this area along Broad Street in Paulsboro as an excellent location to offer expanded service to Pureland Industrial Park and possibly other industrial parks along the Route 295 corridor in southwestern Gloucester County. One potential location could be the old Paulsboro Acme parking area which has been dormant for many years. Gloucester County DTS envisions this area serving as a coordination point not only for NJ Transit and SJTA, but also for county sponsored transportation and services offered by the faith-based provider in the area – Paulsboro

Community Development Center.

Park and Ride

Park and Ride options have been well studied in Gloucester County, yet there is only one small Park and Ride lot in Gloucester County. The one lot is located at the intersection of State Highway #45 and Cedar Road in Harrison Township. This lot has approximately twenty parking spaces. There are no bus shelters, lighting, bathrooms or other basic amenities at this established Park and Ride lot. The lot is not heavily utilized, and unless expanded and promoted, the lot is unable to offer great significance to the traffic congestion issues in Gloucester County.

The most prevalent need for Park and Ride lots is along the Route 42 corridor in Washington Township and Route 55 corridor in Deptford Township. 2000 census data indicates that commuters in Washington Township and Deptford Township are ranked #1 and #5 respectively for longest one way commutes to work (31.4 minutes and 25.4 minutes). The studies have also identified sites in Woodbury (#6 ranking @ 25.1 minutes) and Glassboro (#4 ranking @ 27.7 minutes) as well as a few other areas in Gloucester County. The inability to establish a park and ride site in Gloucester County to date is a concern since congestion continues to increase daily. Figures from 1998 indicate traffic volumes of 127,789 vehicles daily using Route 42 in Deptford Township in the area between Rt. 55 and the Camden County line. This volume of traffic leading to employment sites in Philadelphia, Camden and Camden County suburbs (i.e., Cherry Hill) is more than double any traffic counts available on other major roadways in Gloucester County and underscores the need for the intervention of public transit options.

The Avandale Park and Ride facility located in Sicklerville, in Camden County is a resource to Gloucester County since it lies just beyond the County border with several NJ Transit bus lines operating to/from this facility and through Gloucester County. The Avandale Park and Ride is near the Atlantic City Expressway. The location is quite advantageous for Gloucester County residents who may work at Atlantic City casinos or Monroe Township residents who wish to use NJ Transit buses #400 or #551 into Camden and Philadelphia or #463 into Deptford or Woodbury. Overall, this Park and Ride site is limited for Gloucester County residents offering little relief to the traffic congestion occurring for northbound vehicles on Routes 42 and 55 (originating north of Monroe Township).

Despite frequent references by NJ Transit officials regarding the construction of Park and Ride facilities in Gloucester County, including a November 26, 1996 NJ Transit Board meeting whereby Directors approved “an interim bus improvement program in Gloucester County which would feature the development of express bus service and upgrades to existing Park and Ride facilities”, Gloucester County remains with only one small Park and Ride facility in Harrison Township. In 2002, officials proposed funding to construct a site at Fries Mill Road and Hurfville Cross-Keys Road in Washington Township. To date, a commitment to fund this project has not been made. Recently, NJ

DOT has expressed interest in placing a park-n-ride facility at the United Artists theatre lot in Washington Township.

Technology/Technology Sharing

UWR steering committee members expressed the hope that advances in transit-oriented technology could be incorporated into Gloucester County's human services transportation network. There were several areas mentioned where technology could play a role to make the delivery of human services transportation more efficient.

GPS

Global Positioning System (GPS) technology is currently being used by various transit providers, most notably, Access Link bus services. Although Access Link representatives have cautioned that technology is not a panacea, it is evident that GPS applications can have far reaching benefits in allowing transit systems to track vehicles and allow dispatchers to assign trips more proficiently. Access Link currently uses the Trapeze software system for scheduling functions including Mobile Data Terminal (MDT) information sharing capabilities and its corresponding GPS tracking system. The statewide Trapeze software system was implemented at a cost exceeding \$1M according to a NJ Transit representative. In addition, the annual maintenance costs for the software system can exceed \$100,000. Obviously, these costs are prohibitive to most county operations and local transit providers. However, it is the recommendation of the Gloucester County UWR steering committee to pursue cost sharing arrangements with other providers such as Access Link and/or a combination of local providers who may benefit by having GPS available in their vehicles.

DRIVE CAM

Drive Cam technology is currently being used by the Sen-Han Transportation system in Camden County. This technology is primarily for driver liability and safety concerns. Sen-Han reports that the technology has also been useful in maintaining proper passenger and driver conduct while on vehicles. The total cost of the technology for placement in 40 Sen-Han vehicles was \$55,000. This total cost is relatively reasonable compared to the cost of other technology features. However, it is again the recommendation of the UWR steering committee to explore cost sharing options with other local providers prior to purchasing drive cam technology.

WEB SITE

UWR steering committee members were extremely concerned with the accessibility of transit information to the general public and the quality of the information once it is accessed. Currently in Gloucester County there is transit information available by visiting the county website at www.co.gloucester.nj.us However, this website is not advertised extensively to potential riders of transit and transit information and is not updated on a regularly scheduled basis. Steering committee members not only suggested updating the county website on a regular basis with transit information, but also the need to work in a more coordinated manner with other transit providers to ensure that the information

available on the website is both comprehensive and accurate.

In addition to transit information on the website, another area to explore is the ability of the general public to schedule rides, confirm rides and track vehicles over the internet. Human Services transportation in Gloucester County is not close to having this system in place; however, parcel delivery corporations (i.e. UPS) currently offer tracking technology to their customers. The UWR steering committee recommends that future planning efforts be made in association with NJ Transit to pursue this concept on a county, regional and statewide basis to determine if and when this technology could be made available and cost-effective to providers of human services transportation.

PAYMENT SYSTEMS

Technology could play a significant role in helping elderly and disabled residents with the payment of fares. One example is the frustration that has been shown toward NJ Transit Access Link services by the Gloucester County Local Citizen's Transportation Advisory Committee with the lack of monthly bus passes on this paratransit system. Regular NJ Transit bus service provides for the option of monthly bus passes, yet, the paratransit service operated by NJ Transit to handle people with vision, mental and other disabilities does not have the monthly pass option and requires passengers to make payments in cash.

Gloucester County views passenger payment technology as a critical item in the recommended coordination of providers in Gloucester County serving the same sheltered workshops located in Deptford Township. Of the 3 primary providers, Access Link, Gloucester County DTS and Gloucester County ARC; only Access Link requires a fare. The other two services, DTS and ARC operate fare-free to riders. Swipe card technology is an option that would allow passenger information to be recorded within a coordinated provider setting for the purpose of allowing providers to develop a reimbursement process with each other without inconveniencing passengers (See Appendix G-Smart Card Technology).

SUMMARY OF TECHNOLOGY/TECHNOLOGY SHARING

The cost and planning effort required to implement various technology into the human services network in Gloucester County and surrounding areas could be extensive. Steering committee members suggest the development of a regional committee consisting of transit and information technology experts to investigate the feasibility of upgrading transit systems with available technology. The cost of this effort could be shared amongst providers with eventual software procurement made with FTA Section 5309 grant funds or capital funds made under the Senior Citizen and Disabled Resident Transportation Assistance Act (SCADRTAP) grant funds.

Passenger Rail Service

The Gloucester County UWR planning process did not examine the need for passenger rail service in and through Gloucester County. Currently Gloucester County has no passenger rail service. While transportation professionals and many others in and around

Gloucester County welcome the introduction of passenger rail service, information regarding passenger rail service noted here is from the 2002 Gloucester County Transportation Plan and not attributed to any discussions held as part of the UWR planning process. The omission of a discussion is due to many regional studies on-going regarding passenger rail service by DRPA and DVRPC officials.

From the 2002 Gloucester County Transportation Plan: The positive impact on traffic congestion and pollution that a passenger rail line and park and ride facilities would bring to Gloucester County is substantial. Along Route 42 in Washington and Deptford Townships, traffic congestion continues to be a significant problem. Recent studies conducted by the Delaware Valley Regional Planning Commission (DVRPC) and NJ Transit on the issues of rail service and park and ride in Gloucester County continue to be focused upon the Route 42 corridor.

In 1993, DVRPC published the report entitled, "Burlington/Gloucester Corridor Assessment", which looked at three transit technologies to serve Gloucester County between the Borough of Glassboro in the southern portion of Gloucester County and the City of Camden which has existing PATCO service to Philadelphia. Two of the technologies are already available - PATCO and NJ Transit Bus - and the remaining technology, Light Rail, would be newly introduced. In the report, there were two variations of the PATCO technology examined: a Full PATCO and a modified PATCO.

The Full PATCO technology, identical to the existing PATCO high speed line, would utilize highway rights of way; namely, NJ 42 and NJ 55 in the Gloucester County corridor. The Modified PATCO, Light Rail or NJ Transit bus technology would utilize the existing railroad rights of way between Camden and Glassboro. The third technology, the busway, is an option to speed up NJ Transit's network of interstate bus routes by offering exclusive bus only roadways along the existing railroad rights of way, some of which are out of service or lightly used.

6.0 PLAN SUMMARY

Summary

Opportunities abound for transportation services to be improved throughout Gloucester County. From public transit initiatives, to initiatives in the area of paratransit, there continues to be a tremendous social and economic value to improving the current network of transportation services. Socio-economic factors such as: people living longer, people with disabilities being more active and working, welfare recipients being mandated to join the workforce, suburban employers, and increasing traffic congestion; all contribute to the conclusion that we need to invest in our transportation network.

These factors suggest that additional well-placed investment is needed now, since waiting will result in diminished opportunity and only greater challenges ahead.

Improvements outlined in this Plan have the potential to enhance the mobility of transit dependent populations and offer a better quality of life for all Gloucester County residents. Short-term improvements like paratransit service coordination and expanding the Division of Transportation Services program will translate into more rides immediately for transit dependent residents. The longer range view; with properly placed park and ride lots, passenger rail service from the Glassboro area and the establishment of a Transit Terminal will result in broad social and economic benefits to the residents of Gloucester County.

The UWR steering committee, or a similar mechanism, should continue to meet on a regular basis to focus on improving and coordinating human services transportation in and around Gloucester County. This committee could form sub-committees to work on recommendations contained in this plan as well as maintain contact with needed political support to successfully acquire needed funding and support for implementation strategies.

Stakeholder groups from Gloucester County will meet with representatives from agencies of the Department of Children and Families (i.e., Division of Youth and Family Services, Division of Child Behavior Health Services, Division of Prevention and Community Partnership) regarding planning and coordination of local transportation resources and needs.

Other Improvements Suggested by Committee Members:

1. Formal Transportation Assessment - Due to the varied cognitive, emotional and physical abilities of persons with disabilities, a proper assessment should be performed by a qualified individual(s) to determine the ability of a person (following secondary schooling) to use the different types of transportation which are available.

The assessment would also be able to determine whether or not a person may need some individualized or other type, training, to allow them to become better prepared to use a certain type of transit.

2. Public Transit Education - County staff has found, through their work on the monthly bus pass program for WFNJ clients, that many people are unaware of bus routes operating in Gloucester County and/or how to use public transportation. Formal education efforts targeted for disabled residents, senior citizens and other populations; including programs in high schools, would promote public transportation usage.
3. Feeder Service - The concept of Feeder Service assumes that people can use different modes of transportation. DTS has been successful in transporting some disabled individuals from their homes to fixed-route bus service. As mentioned

previously, feeder service needs to be expanded to allow persons with disabilities to use several modes of transportation for their daily activities.

4. **Travel Training** - Travel training for persons with disabilities is a key ingredient of public transit use and intermodal travel. Teaching individuals with disabilities how to pay fares, where to board buses and other pertinent information may lead to life-long public transportation use. There are customers, with proper training, who could ride the NJ Transit bus system rather than more expensive paratransit. Travel training could be established as an extension of approved NJ Transit Access Link client eligibility determination agencies. In Gloucester County, those agencies are the Center for Independent Living and the Gloucester County Office of Disability Services.
5. **Transit Passes** - The issuance of multiple trip tickets or monthly transit passes can be extremely helpful to all passengers of transit services, but particularly to persons with disabilities. Sometimes the handling of money and understanding denominations (making change) can be a barrier to certain individuals. The ability for someone to have one boarding pass for all types of transit service is particularly relevant for the disabled population. For example, in Sydney, Australia, a person can purchase a one week, or one month unlimited use transit pass for ferry, bus or rail travel. A similar type of pass for County paratransit, Access Link and NJ Transit fixed-route service would be a tremendous long term goal in providing services to persons with disabilities.
6. **Ramp Program** - The establishment of a ramp program to address the needs of people in wheelchairs is needed. With municipal and county transit services being curb to curb, it is critical for people in wheelchairs to have the ability to reach the curb line without great effort. A county wide ramp program that is affordable and allows for quick installation would be particularly beneficial to the newly disabled residents who find themselves unable to access the curb line without the use of a wheelchair. The removal of barriers such as the installation of ramps at the homes of residents in need is another way to improve the mobility of residents by allowing them to access needed transit services.
7. **Better Local Planning** - Greater coordination is needed at the local planning level so that transportation issues are considered prior to the construction of facilities serving transit dependent populations as well as facilities that serve transit dependent populations. Local planning boards need to consider public transit access implications during the review process for all projects that could impact the delivery of human services transportation, including projects such as 55+ housing developments/communities. Proper and early planning efforts will help to reduce the burden on the human services transportation system as we move forward in a society that will be facing social impacts such as; (a) people living longer, (b) people with disabilities being more engaged in work and social activities, and (c) families unable to provide transportation support due to two income families and living further apart.

7.0 Appendices- Additional Information/Maps

Appendix A

SELF-ASSESSMENT SURVEY RESULTS

Appendix B

TRANSIT TERMINAL CONCEPT DRAWINGS

Appendix C

SHELTERED WORKSHOP EMPLOYMENT MAPS

Appendix D

PROVIDER SURVEY RESULTS

(work performed by Cross County Connection staff)

Appendix E

55+ COMMUNITIES IN GLOUCESTER COUNTY

Appendix F

BUS SERVICE TO PURELAND INDUSTRIAL PARK NEWSPAPER ARTICLE AND EDITORIALS

Appendix G

SMART CARD TECHNOLOGY 05/28/07 PHILADELPHIA INQUIRER ARTICLE

Appendix H

MAP OF TRAFFIC GENERATORS/LARGE EMPLOYERS

Appendix I

PUBLIC TRANSPORTATION ROUTE MAPS

8.0 Resource Material

NJ Transit bus service: NJ Transit operates 11 regular bus routes in Gloucester County. Nine regional interstate routes providing service through Gloucester and Camden Counties to Philadelphia and two intrastate routes.

For Transit information (schedule, fare, lost & found and lift equipped bus

Reservations.....1(800)772-2222

Text Telephone (TT).....1(800)772-2287

PATCO.....1(856)772-6900

SEPTA Information.....1(215)580 7800

Reduced Fare Program

Children Fares- ages 5-11 save 50% or more from regular one-way fares at all times
Senior Citizens 62 and older- can travel at a reduced fare of one-half the regular one-way fare or less at all times. Senior citizens 62 and older may be asked to present a valid ID.

Ticket Purchase

Buy your monthly pass at tickets agents, NJ Transit terminals, or through:

NJ Transit Mail Fare,

One Penn Plaza East

Newark, NJ 07105-2246

Call 1(800)648-0215 for additional information

Access Link: Access Link is a shared ride, curb to curb transportation service for eligible people with disabilities. Eligibility is determined by NJ Transit following intake by a designated local social service agency (i.e., a County Office for the Disabled). Hours of Access Link service are the same as regularly scheduled local bus service, including weekends and holidays.

General Information

6a.m. – midnight everyday

1(800)772-2222- Northern/Central NJ

1(800)582-5946- Southern NJ

Accessible Bus, Rail & Reserve- A- Lift Equipped Bus Reservations

6a.m. - mid-night everyday, Reserve –A-Lift by 4 p.m.

1(800)772-2287, TT 1(800)772-2287

Access Link Information

8a.m. – 4p.m., everyday

1(800)955-ADA-1 (2321), TT 1(800)-955-6765

County Services:

Gloucester County Division of Transportation Services, under the Department of Human Services, is a transportation service provided by the Gloucester County Board of Chosen Freeholders for senior, rural, low income, and disabled residents of the county. DTS

Gloucester County United We Ride Transportation Plan

operates five days a week, Monday through Friday, from 7:00 a.m. to 5:00 p.m. Service is provided on a curb to curb basis. Requests for transportation service to medical appointments must be received at least three days prior to the appointment.

General Information/Scheduling
Monday – Friday 8:30a.m. – 4:00p.m.
1(856)401-7650

Dispatcher
Monday – Friday 6:30am – 4:30pm
1(856)401-7649

Municipal Services

Fifteen (15) municipalities throughout Gloucester County provide a modified form of fixed-route transportation service. These services are oriented to senior citizens and available to persons with disabilities that live in their particular community. Municipalities providing community bus service include:

◆ Clayton.....	881-2882 Ext.8
◆ Deptford.....	228-4719
◆ Franklin Township.....	694-1234 Ext.7
◆ Glassboro.....	881-1515
◆ Logan Township.....	467-3424
◆ Mantua Township.....	468-1500 Ext. 700
◆ Monroe Township.....	728-9840
◆ Paulsboro.....	423-1500
◆ Pitman.....	582-4766
◆ Washington Township.....	589-3227
◆ West Deptford.....	845-4004 Ext. 137
◆ Westville.....	456-7785
◆ Woodbury.....	853-0892
◆ Woodbury Heights.....	848-2832 Ext. 68
◆ Wenonah.....	468-6713

2-1-1 Hotline:

#211 will connect you with a caring professional who knows community resources for examples: nursing care, affordable childcare or a community program where you can volunteer.

Call 2-1-1 or click www.nj211.org for free and confidential help 24/7.

Other services for wheelchair users:

Wheelchair Getaways

Wheelchair Getaways is a company that rents wheelchair and scooter accessible vans to people who may need a van when their van may be in need of maintenance, or for help with a relative to attend a special occasion.

1(800)642-2042

There are other companies offering wheelchair van rentals across the country. These companies can be found through search engines on various computer websites.

